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The Leader's Guide to Hospital Case Management - Stefani Daniels 2005

The majority of existing texts address hospital case management as a 'nursing practice.' And while it is true that most hospital case managers are, in fact, nurses, few of them are responsible for clinical care. This text addresses the role of the hospital case manager from a business perspective rather than a nursing perspective. It speaks to the relationship the case manager has with the executive team, managed care contracting office, decision support specialists, medical records staff, as well as the medical staff and clinical providers and reveals the value of engaging all of them as allies in pursuit of global objectives on behalf of every patient.

Exam Prep for: The Leaders Guide to Hospital Case ...

The Hospital Guide to Contemporary Utilization Review - Stefani Daniels 2015-04-16


Take charge of your department's financial health and take your knowledge of healthcare management to the next level with The Nurse Leader's Guide to Business Skills. Authors Pamela Hunt, BS, MSN, RN, and Deborah Laughon, RN, BSN, MS, DBA, CCRN, provide tools to build skills and broaden understanding of the healthcare environment beyond basic budget and financial management. Forecast your department's financial resources with ready-to-use nursing tools, time-saving strategies, and sample case studies.

A Guide for Nurse Case Managers - Charlotte Cox 2010-08-12

The position of nurse case managers can be a rewarding but challenging career, as these managers play a vital role in a patient’s care. In A Guide for Nurse Case...
Managers, author Charlotte Cox provides an insightful guide to this evolving field of medicine. Geared for those working in hospital settings, clinics, and health plan offices, this helpful reference text provides guidelines, tips, and tools for becoming a successful nurse case manager. With more than thirty years of health care experience, Cox provides a detailed overview of this important nursing position that works to usher a patient through the health care system. A Guide for Nurse Case Managers • defines the case manager role; • provides an understanding of the basics of utilization and case management; • gives an overview of Medicare and Medicaid procedures; • discusses the care planning process; • shows how to structure a community resource base. Whether you are a new case manager, a student, or a seasoned nurse needing a refresher about job basics, A Guide for Nurse Case Managers will help to shape your practice, provide valuable tips and reference tools, and help you with proven organizational ideas to succeed in the career.

**The Case Manager’s Handbook**-Catherine M. Mullahy 2016-05-25 "The Case Manager's Handbook, Sixth Edition is an indispensable guide for case managers. Presented in an accessible and conversational style, this practical resource helps case managers learn the fundamentals, study for the Certified Case Manager exam, and advance their careers after the exam. Completely updated and enhanced with information on the latest developments affecting case management, it reflects the rapidly changing healthcare landscape, including the significant effects of the Affordable Care Act."--Back cover.

**MAS National Training Program: Team leader's guide**-United States. Veterans Administration. Medical Administration Service 1985

**The Hospital Case Management Orientation**
**Manual**-Peggy Rossi 2014-06-01 The Hospital Case Management Orientation Manual Guide is a comprehensive resource that supplements initial training for new case managers. This book explains what to document, where to document it to ensure appropriate level of care and reimbursement, and how to avoid unnecessary denials. This book's focus is utilization management, discharge planning, and relevant CMS regulations. It can help new case managers learn how to perform their jobs effectively on their own time. It can also serve as a wide-ranging resource for more experienced case managers, particularly those whose training was less than adequate.

**AI in Health**-Tom Lawry 2020-02-25 We are in the early stages of the next big platform shift in healthcare computing. Fueled by Artificial Intelligence (AI) and the Cloud, this shift is already transforming the way health and medical services are provided. As the industry transitions from static digital repositories to intelligent systems, there will be winners and losers in the race to innovate and automate the provision of services. Critical to success will be the role leaders play in shaping the use of AI to be less "artificial" and more "intelligent" in support of improving processes to deliver care and keep people healthy and productive across all care settings. This book defines key technical, process, people, and ethical issues that need to be understood and addressed in successfully planning and executing an enterprise-wide AI plan. It provides clinical and business leaders with a framework for moving organizations from the aspiration to execution of intelligent systems to improve clinical, operational, and financial performance.

**TIME'S NOW for Women Healthcare Leaders**-Patricia A. Gabow 2020-04-02 TIME’S NOW for Women Healthcare Leaders: A Guide for the Journey Women comprise over 80 percent of healthcare frontline employees, but they often hit the proverbial glass ceiling. Only 30 percent
of healthcare C-suite Executives and less than 15% of CEOs are women. Moreover, while 51 percent of medical students are women, only 16 percent of the Department Chairs and Deans are women. Clearly, women are facing barriers to achieving their potential, limiting their ability to add their unique talents and skills to the tables of leadership. The author provides extensive detail on these barriers and approaches to their solutions. This is a practical "how-to" book that will help women in healthcare envision their ability to contribute and inspire them to lead. The author sees this as not only helping women, but also facilitating solving healthcare’s myriad problems, improving health and benefitting society. *** This book is a must-read primer for women seeking leadership. It is practical, thought-provoking, and carefully researched, addressing why women’s leadership is important and how women can be better leaders. Gabow’s approach capitalizes on interviews with strong women leaders. She uses the notions she learned from the interviews coupled with research from the literature to create an easy-to-read, motivating, and challenging book for women and men! Nancy Agee President and CEO Carilion Clinic Past Chair American Hospital Association

TIME'S NOW for Women Healthcare Leaders is filled with powerful examples of how women have overcome multiple obstacles and prevailed on their leadership journeys. It is a MUST read for women and men about the obstacles to be overcome, potholes to avoid, and the shout outs to be given to women who every minute, every hour, every day are committed to human caring. It has captured the heart and spirits of women from diverse backgrounds who have and continue to demonstrate their commitment to making society a better place for all! Linda Burnes Bolton, DrPH, RN, FAAN Senior Vice President and System Chief Equity Officer Cedars Sinai Health System

This highly engaging book addresses the relative dearth of women leaders in healthcare through thoughtful assessment of how leaders’ values and actions can improve healthcare within healthcare organizations and systems. Dr. Gabow, an exceptional leader whose relentless passion for
excellence for patients served by Denver Health earned her national renown, combines insightful observations from her own path with current statistics about women in medicine, experiences of other successful women leaders, and mentoring skills to offer wise counsel to all current and future leaders. The thoughtful distillation of practical wisdom offered here make this book a unique contribution and highly relevant to healthcare in America today. Carolyn Clancy, M.D. Past Director, Agency for Healthcare Research and Quality This insightful book is full of personal stories, honest reflections, and data-driven guidance from and about women leaders. It serves as a wonderful resource for those motivated to advance diverse and inclusive organizations. Karen DeSalvo, M.D., MPH Chief Health Officer, Google Health Past Acting Assistant Secretary for Health, US HHS National Coordinator for Health Information Technology, US HHS

The Pharmacy Leadership Field Guide- Michael DeCoske 2011-03-09 You’re not alone. Pharmacists face leadership challenges every day, whether they realize it or not. As you embark on your journey from student to new pharmacist to emerging pharmacy leader, hear from new practitioners and seasoned veterans alike who have been there and can provide invaluable advice along the way. Now, The Pharmacy Leadership Field Guide: Cases and Advice for Everyday Situations, can be your personal “in-print mentor” to introduce you to leadership concepts and situations and broaden your understanding. This Field Guide focuses on leadership in everyday pharmacy practice by employing a case-based approach. While pharmacists receive exceptional didactic clinical training, leadership skills are another crucial skill set necessary for success. Each chapter is written from the perspective of a veteran mentor and a new practitioner, both selected from various practice settings. Led by the editorial team of Drs. Michael DeCoske, Jennifer Tryon, and Sara White, you will hear from 19 contributors offering pearls of leadership wisdom
for you to reference when needed and pass along to others. Inside You’ll Find: · Cases ranging from such topics as “Being a ‘little L’ everyday leader”, “The importance of listening”, “Life as a resident”, and “The art of persuasion”. · Profiles of veteran mentors and new leaders, offering pharmacy and leadership career advice · Leadership Pearls for quick tips and Exercises to reinforce each case. · An insightful foreword from MilapC. Nahata, MS, PharmD, Professor and Division Chair, College of Pharmacy, Professor of Pediatrics and Internal Medicine, College of Medicine, Ohio State University (OSU)

**Lean Daily Management for Healthcare** - Brad White 2016-08-03 You likely don’t need any more tools, programs, or workshops to improve your hospital. What you need is a simple and consistent approach to manage problem-solving. Filling this need, this book presents a Lean management system that can help break down barriers between staff, directors, and administration and empower front-line staff to resolve their own problems. Lean Daily Management for Healthcare: A Strategic Guide to Implementing Lean for Hospital Leaders provides practical, step-by-step guidance on how to roll out Lean daily management in a hospital setting. Ideal for leaders that may feel lost in the transition process, the book supplies a roadmap to help you identify where your hospital currently is in its Lean process, where it’s headed, and how your role will change as you evolve into a Lean leader. Illustrating the entire process of implementing Lean daily management, the book breaks down the cultural progression of units into discreet, objectively measurable phases. It identifies what leaders at all levels of the organization must do to progress units into the next phase of development. Complete with case studies from different service areas in the hospital, the book explains how to link problem-solving boards together to achieve meaningful and measurable improvements in: the emergency department, the operating room, discharge times, clinics, quality, and patient satisfaction. After reading this book you will understand how
consistent rounding, a few whiteboards, pen-and-paper data, and a focused effort on working the Plan-Do-Study-Act cycle can help you build a common problem-solving bench strength throughout your organization—establishing the framework upon which future improvement can be built.

**The Future of Nursing**-Institute of Medicine 2011-02-08 The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles -- including limits on nurses' scope of practice -- should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

**The Physician Leader's Guide**-Richard Burton 1997-12 The Physicians Leader's Guide, Second Edition was updated and expanded to help you and your staff define your challenges, organize your expanding responsibilities and take your
performance to new levels. Edited by Richard Burton MD, MBA, PhD, this time-saving resource includes 15 additional, all-new, skill-building chapters, to help you excel in your leadership role. From developing effective negotiation skills as a physician...to handling information systems in clinical practice...to using medical practice guidelines and evidence-based medicine to improve care...you'll see how your colleagues in the healthcare industry mastered the very same challenges you face, and how you can do it too!

Core Skills for Hospital Case Managers - Tony Cesta 2009-06-01 Core Skills for Hospital Case Managers: A Training Toolkit for Effective Outcomes Toni Cesta, PhD, RN, FAAN; Beverly Cunningham, MS, RN As of June 20, 2014, contact hours for nurses are no longer available with this product. Finally--an affordable, effective, and consistent training program for your hospital case managers. This one-of-a-kind guide to fundamental case management responsibilities is a necessary reference tool for every hospital case management department. This resource is designed to give case management directors and hospital leaders the tools they need to build and strengthen the basic and advanced skills their case management staff needs to succeed. "Core Skills for Hospital Case Managers" is an orientation and training manual for nurses transitioning into case management, an easy-to-read reference guide for new case managers, and a source of inspiration, tools, and resources for seasoned professionals. With a flexible format, this book and CD-ROM offer practical information and customizable tools to develop and maintain a wide variety of care management skills. Table of contents Chapter 1: Hospital Case Management 101 Chapter 2: Case Manager Role Chapter 3: Roles, Functions, and Caseloads Chapter 4: The Case Management Process Chapter 5: The Case Manager's Role in Transitional and Discharge Planning Chapter 6: Utilization Management Chapter 7: Managing Long Length of Stay Patients Chapter 8: Denials: Prevention and Appeals Strategies Chapter 9: Reimbursement Chapter 10: The Role of the Case
Manager in Patient Flow Chapter 11: Measuring Success: Strategic Outcome Measures Chapter 12: Dealing with the Uninsured and Underinsured Chapter 13: Working with Multidisciplinary Teams Chapter 14: Crucial Communication and Conflict Resolution

Learning objectives: Discuss the evolution of hospital case management Explain the different models of hospital case management Determine the various goals of hospital case management Examine the various roles of case management Discuss the variety of functions performed by case managers Discuss the scope of the case manager position Examine staffing ratios in various models List the steps in the case management process Determine the role of case managers in documentation Examine case managers' role in discharge planning List the factors that influence the discharge planning process Determine strategies for improving discharge planning Discuss how hospital reimbursement affects utilization management (UM) List the stages of UM coordination Determine the affect of outside influences on UM Evaluate different payers' regulations regarding UM Examine case management's role in length of stay (LOS) Evaluate strategies for managing patients with long LOS Identify data used to track and trend LOS Evaluate the reasons behind denials Discuss case management's role in preventing denials Examine case management's roles in reversing denials Examine case management's role in reimbursement Determine strategies for effective case management related to reimbursement Evaluate case management's role in patient flow Discuss demand and capacity management Identify strategies for managing patient flow Identify measurable case management outcomes Explain how case managers can track quality outcome metrics Discuss other metrics case management departments can track and trend Evaluate ways to create a case management report card Discuss the unfunded or underfunded patient populations Describe the role of the ED case manager with unfunded or underfunded patient populations Evaluate strategies for dealing with unfunded or underfunded patient populations Examine strategies for successfully
working with multidisciplinary teams Describe sources of conflict with which case managers frequently come in contact Discuss strategies for reducing conflict Intended audience Staff nurses, charge nurses, staff educators, staff development specialists, directors of education, nurse managers, and nurse leaders

Employee Participation News- 1984

Compass-William F. Brandt 2013 A how-to-do-it compass for business leaders, executives, and managers of for-profit and non-profit organisations, large and small. The traditional view of economic reality holds that the pursuit of self-interest benefits not only individuals but also society. While this book acknowledges the past successes of this premise, it offers a new, more powerful paradigm -- the simultaneous pursuit of both self-interest and concern for others. This new orientation provides a guide for behaviour that reflects both the greatest aspirations of humankind and the reality of the world in which we live. As a leader, you can act according to this new paradigm and create Exceptional Organisations that are viable (they achieve their purposes while acting according to society's highest values), sustainable (viable over time), and valued (all your owners, employees, clients, providers, and communities benefit far more than with competitors). Such Exceptional Organisations foster the personal, professional, and moral growth of their members and are valued by society because society is among their stakeholders.

Chapter Leader's Guide to Environment of Care: Practical Insight on Joint Commission Standards-Thomas J. Huser 2011-04-01 The Chapter Leader's Guide to Environment of Care: Practical Insight on Joint Commission Standards Thomas J. Huser, MS, CHPS Quick, concise standard explanations for Environment of Care chapter leaders "This book has significant daily use and will prepare and support facility
professionals. The author candidly describes how to make difficult things happen even when other people may not be immediately on board...and the survey preparation is thorough and very user intuitive. I like the easy-to-follow format. The policy and procedure forms and examples are excellent."  "--Stephen J. Thurston, Safety Officer, Emergency Managment Coordinator, Indiana University Health"  "The Chapter Leader's Guide to Environment of Care" breaks down the Joint Commission's Environment of Care requirements into easy-to-understand solutions to meet the challenges of these complex standards. You get simplified explanations of the chapter's key components along with communication techniques to help foster a strong and successful partnership between survey coordinator, chapter leader and staff of all levels. Plus, to make staff training easy, this guide includes two downloadable PowerPoint(R) presentations highlighting key compliance takeaways.

Benefits of "The Chapter Leader's Guide to Environment of Care"  Build an interdisciplinary team to ensure Environment of Care compliance  Achieve buy-in and support from leadership  Educate staff of all levels on compliance utilizing ready-made tools and strategies  Use practical advice from a seasoned expert in the field to avoid RFIs on your next survey

What's inside:  Standard-by-standard breakdowns and explanation by hospital safety veteran and expert  Practical advice for successfully communicating with multiple levels of staff to better gain buy-in and compliance  Quick tip sheets, checklists, and PowerPoint presentations for educating staff  Sample mock tracer observations and questions in all areas of EOC  Hospital safety and construction risk assessments  Dozens of EOC policies, procedures, reports, and maintenance logs  Department EOC report card and simplified scoring sheet to better communicate current compliance to department leaders and board members

Table of Contents

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Manual of Healthcare Leadership - Essential Strategies for Physician and Administrative Leaders - Donald Lombardi 2014-03-22 How physician executives and managers can become outstanding leaders in times of rapid change. Written by authors who have more than sixty years of combined experience in healthcare, physician, and organizational leadership, this groundbreaking book is an innovative blueprint for overcoming the complex changes and challenges faced by leaders in today's healthcare environment. Rather than being a theoretic work, The Manual of Healthcare Leadership is intended to be a relevant, practical, and real-world guide that addresses the myriad organizational, regulatory, budgetary, legal, staffing, educational, political, and social issues facing leaders in the healthcare industry. One of the primary goals of this book is to enable readers to maximize the performance of each staff member in the interest of collectively providing peerless healthcare to their service community. The strategies offered throughout the text include the "why, what, and how" necessary to solve specific problems and challenges encountered by healthcare managers and leaders. Instruction is provided not only with text, but with diagrams and other resources specifically designed to demonstrate sequential thinking and the progressive application of solutions. With this book in hand, healthcare leaders will be able to confidently select, train, guide, and assess their staff. They will also be able to negotiate, plan, resolve problems, manage change and crisis, and handle the thousand and one other challenges that come their way on a daily basis.

Associations' Publications in Print - 1982
1981- in 2 v.: v.1, Subject index; v.2, Title index, Publisher/title index, Association name index, Acronym index, Key to publishers' and distributors' abbreviations.
Contemporary Leadership Challenges - Aida Alvinius 2017-02-01 Social and behavioral science has for decades studied and recognized leadership as a social exchange between leaders and followers. But leadership is rather complex, and as such, it tends to lead to an increased interest within and across different disciplines. This book is an attempt to provide theoretical and empirical framework to better understand leadership challenges in various contexts. The authors cover an array of themes that span from an individual level to an organizational and societal level. In this volume, two sections are presented. The first section based on individual level focuses on different leadership styles and abilities, and the other section provides theories to understand leadership in public administration, in industrial settings and in nonprofit organizations.

The Case Manager's Survival Guide - Toni G. Cesta 2003 This practical, "hands-on" guide includes vital information every case manager and administrator 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. Six new chapters have been added on Utilization Management (Chapter 5), Transitional Planning (Chapter 6), Disease Management (Chapter 7), Application of Legal Concepts in Case Management Practice (Chapter 17), Ethical
Issues in Case Management (Chapter 18), and Internet Resources and Case Management (Chapter 19). Content on Financial Reimbursement Systems has been expanded to cover community case management issues such as the new community reimbursement systems for ambulatory, home, and long-term care. Information on community-based models is covered in more detail in response to growth in this area - including managed care, telephonic, rehabilitation, sub-acute, and long-term and emergency department case management. The chapter on Skills for Successful Case Management has been expanded to include a discussion of additional skills such as clinical reasoning, cost-effectiveness, and negotiation among others. Content on Developing Case Management Plans has been updated to include more content on community plans and a detailed review of the types of case management plans, including algorithms. The chapter on Quality Patient Care has been updated to include an historical review, minimum data sets, report cards, and the relationships between outcomes and quality. Quality indicators and organizations across the continuum are included. Appendices have been expanded to include community-based case management plans, home care plans, and long term care plans. A new CD-ROM with each book provides the entire text in an electronic format.

The Medical Staff Leaders' Practical Guide
William K. Cors 2007 You are a great clinician. But do you have the tools to become a great leader? Physicians who accept or are assigned leadership positions are too often left on their own to develop leadership skills and educate themselves on their responsibilities as medical staff leaders. These physicians may be great clinicians and enthusiastic about taking a leadership position, but neither of these characteristics automatically makes a great leader. Get practical answers for physicians in leadership. "The Medical Staff Leaders' Practical Guide, Sixth Edition" provides direction for physician leaders in hospitals--those who remain
primarily clinicians, but who also accept positions of leadership in the hospital or medical staff organization. It gives an overview of physician leaders' roles and responsibilities in credentialing, privileging, bylaws development, performance improvement, physician management, and board/physician relations. Completely revamped and updated, this essential resource for medical staff leaders includes: - Tools and information needed to fulfill leadership responsibilities for all medical staff leaders, including directors of medical staff offices, vice presidents of medical affairs, medical staff presidents, credentials committee chairs and members, and committee and department chairs - Expanded analysis and strategies for overcoming current medical staff leadership challenges, including merger issues, medical staff development plans, physician practice evaluations, assessing and improving clinical competence, and more - Guidance and how-to advice on creating a positive medical staff culture, minimizing distrust or conflict, and improving policies - Tips and insights from experienced medical staff leaders currently working in hospitals. How do you keep up with evolving roles? As relationships continue to evolve between hospitals and medical staff, it is especially important for physician leaders to be well-educated about credentialing, privileging, conflicts of interest, medical staff organization, the roles of various physician leaders and committees, performance improvement, and more. This practical guide includes in-depth reviews of the top five medical staff leadership responsibilities: - Medical staff structure and governance - Credentialing and privileging - Peer review and performance improvement - Hospital-medical staff collaboration - Medical staff culture. Rise to the challenge of leadership! Written by experienced medical staff leaders currently working in hospitals, "The Medical Staff Leaders' Practical Guide, Sixth Edition," gives physicians the tools they need to meet the challenges of a leadership role. The tools and advice in this guide will help you: - Overcome physician apathy, poor meeting attendance, lack of volunteers for leadership positions, and turf battles - Improve
peer review, evaluation of physician competency, and physician/hospital relations - Deal with disruptive and impaired physicians, conflicts of interest, exclusive contract problems, accreditation challenges, and emergency department coverage challenges - Create a positive working environment - Gain a better understanding of the credentialing and privileging process Take a look at the table of contents: Introduction: Today's Effective Medical Staff Section I: Medical Staff Structure and Governance - Physician apathy - Poor meeting attendance - Poor medical staff communication - Unprepared leaders - Lack of volunteers for leadership positions - Conflict over member rights and responsibilities Section II: Credentialing and Privileging - Cumbersome and lengthy process - Turf battles - New technology privileges - AHP credentialing and supervision - Information and decision errors - Lack of reappointment data - Unnecessary, lengthy, or costly fair hearings - Lack of criteria for privileges Section III: Peer Review and Performance Improvement - Ineffective peer review - Disruptive conduct - Impaired physicians - Assessing and improving clinical competence - Excessive utilization - Medical records completion - Inappropriate physician practice evaluation Section IV: Hospital-Medical Staff Collaboration - Strained physician-hospital relations - EMTALA and ED coverage - Hospital-physician competition - Economic credentialing - Strained physician-nurse relationships - Costs exceeding reimbursement - Medical errors and patient safety - Ineffective medical staff influence with board and administration - Liability risk - Conflicts of interest - Exclusive contract problems - Corporate compliance challenges - Accreditation challenges - Merger challenges - Lack of effective medical staff development plan Who will benefit from this book? Directors of medical staff offices, vice presidents of medical affairs, medical staff presidents, credentials committee chairs and members, committee and department chairs

Guide to Benchmarking Healthcare- Arthur G.
Tweet 1998-01-22 This guide offers a detailed look at each step in the benchmarking process and provides practical information to accomplish your goals. With a complete explanation of the 4 phases and 12 steps of a benchmarking venture, this book serves as a reference and supplies checklists highlighting actions to be taken during each stage. Four detailed examples provide different perspectives of benchmarking projects.

Hospital Trustee Development Program- Health Forum 1979

Improving Financial and Operations Performance-Richard Priore 2020-12-28 The increasing pressure on the bottom line of healthcare provider organizations requires leaders who understand and can adeptly apply the basic principles of effective financial and operations management. To be successful in today's environment leaders must simultaneously improve quality and service while reducing expense. Improving Financial and Operations Performance: A Healthcare Leader’s Guide is a collection of proven effective tips, tools, and techniques accumulated from real-world challenges and lessons learned logically organized to provide a straightforward approach to planning, assessing, managing, and monitoring a business enterprise to improve profitability. This book provides a clear, step-by-step how to approach for both new and experienced leaders seeking a leg up in tackling the myriad of common and complex challenges they are facing including conducting a budget variance analysis, managing labor and non-labor productivity and expense, performing a comprehensive financial condition analysis, growing profitable volume and market share, developing an effective business case for improving quality, and evaluating the financial impact of a future project. Written for clinical and administrative leaders working in the trenches, it provides practical and applicable tools with relevant, real-world, and replicable case study examples. The essential value of
Improving Financial and Operations Performance: A Healthcare Leader's Guide is improving decision-making effectiveness, enhancing operations efficiency know-how, and developing strong financial management acumen to overcome the challenges in today's healthcare environment. Key Features: Author experience with extensive expertise as a former investor-owned hospital CEO, integrated health system vice president, managing director for the renowned turnaround experts, the Hunter Group, and graduate business school professor in management, finance, and economics. Realistic case examples to apply the key lessons through detailed practical and relevant case studies using clear step-by-step instructions. Calls-to-action at the end of each chapter with critical leadership imperatives to help prioritize and focus efforts on what matters most. Comprehensive glossary of key terms and concepts using plain easy to understand language. Appendices and Excel templates containing easy-to-use plug-and-play financial worksheets, checklists, best practice pathways, and performance assessments. eBook access purchase includes digital access for use on most mobile devices or computers.

**The Front-Line Leader**-Chris Van Gorder
2014-10-20 Real leadership that leads to high engagement, higher performance, and a culture of accountability As president and CEO of Scripps Health, one of America's most prestigious health systems, Chris Van Gorder presided over a dramatic turnaround, catapulting Scripps from near bankruptcy to a dominant market position. While hospitals and health systems nationwide have laid people off or are closing their doors, Scripps is financially healthy, has added thousands of employees (even with a no-layoff philosophy), and has developed a reputation as a top employer. What are the secrets to this remarkable story? In The Front-Line Leader, Chris Van Gorder candidly shares his own incredible story, from police officer to CEO, and the leadership philosophy that drives all of his decisions and actions: people come first. Van Gorder began his unlikely career as a
California police officer, which deeply instilled in him a sense of social responsibility, honesty, and public service. After being injured on the job and taking an early retirement, Van Gorder had to reinvent himself, taking a job as a hospital security director, a job that would change his life. Through hard work and determination, he rose to executive ranks, eventually becoming CEO of Scripps. But he never forgot his own roots and powerful work ethic, or the time when he was a security officer and a CEO would not make eye contact with him. Van Gorder leads from the front lines, making it a priority to know his employees and customers at every level. His values learned on the force—protecting the community, educating citizens, developing caring relationships, and ultimately doing the right thing—shape his approach to business. As much as companies talk about accountability, managers seldom understand what practical steps to take to achieve an ethic of service that makes accountability meaningful. The Front-Line Leader outlines specific tactics and steps anyone can use starting today to take responsibility, inspire others, and achieve breakout results for their organizations. Van Gorder reveals how a no-layoff philosophy led to higher accountability, how his own attention to seemingly minor details spurred larger change, and how his own high standards for himself and his team improved morale and productivity. From general strategy to the tiny, everyday steps leaders can take to create the kind of culture and accountability that translates into major competitive advantage, The Front-Line Leader charts a path to better leadership and a more engaged, higher-performing organization.

The Case Manager's Guide - Alice Easterling
1995-11-29 This easy-to-use personal guide for new and aspiring case managers shows how to build the skills and competencies required for success. This essential self-assessment, skill-building toolkit includes customizable job descriptions, a critical pathway worksheet, histogram and Pareto chart examples, a practice work plan, and four effective models for
A Guide to Case Management for At-risk Youth - Christopher Kingsley 1993

The Best Medicine - Bruce L. Gewertz
2014-12-10 This volume provides a theoretical framework for visionary leadership as well as specific management techniques to achieve success. The authors focus on maintaining a consistent set of behavioral characteristics for both the leader and the organization as a whole. The text is written in a conversational style using the authors' personal experiences and case studies to illustrate the principles and practices of successful leaders. When helpful, the large body of observational work on professional group dynamics is referenced. The text also provides ideal supplemental material for the many leadership programs offered by physician organizations and health care systems Developed by an accomplished physician leader from one of the nation's finest hospital systems and an experienced professor of business, The Best Medicine: A Physician's Guide to Effective Leadership is of great value to physicians of all levels who are interested in improving their understanding of leadership styles and tactics.

Forged in Crisis - Nancy Koehn 2017-10-03 A WALL STREET JOURNAL BESTSELLER “Five gritty leaders whose extraordinary passion and perseverance changed history...a gripping read on a timeless and timely topic” — Angela Duckworth, #1 bestselling author of Grit An enthralling historical narrative filled with critical leadership insights, Forged in Crisis, by celebrated Harvard Business School historian Nancy Koehn, spotlights five masters of crisis: polar explorer Ernest Shackleton; President Abraham Lincoln; legendary abolitionist Frederick Douglass; Nazi-resisting clergyman Dietrich Bonhoeffer; and environmental crusader Rachel Carson. What do such disparate figures
have in common? Why do their extraordinary stories continue to amaze and inspire? In delivering the answers to those questions, Nancy Koehn offers a remarkable template by which to judge those in our own time to whom the public has given its trust. She begins each of the book’s five sections by showing her protagonist on the precipice of a great crisis: Shackleton marooned on an Antarctic ice floe; Lincoln on the verge of seeing the Union collapse; escaped slave Douglass facing possible capture; Bonhoeffer agonizing over how to counter absolute evil with faith; Carson racing against the cancer ravaging her in a bid to save the planet. The narrative then reaches back to each person’s childhood and shows the individual growing—step by step—into the person he or she will ultimately become. Significantly, as we follow each leader’s against-all-odds journey, we begin to glean an essential truth: leaders are not born but made. In a book dense with epiphanies, the most galvanizing one may be that the power to lead courageously resides in each of us. Whether it’s read as a repository of great insight or as exceptionally rendered human drama, Forged in Crisis stands as a towering achievement.

Public Health Leadership and Management-Stuart A. Capper 2002 The six chapters and fifteen cases contained in this book challenge students to ask the appropriate questions and stimulate their thinking about public health leadership and management. The situations presented by each case are vivid and provide not only a basis for practicing professional public health judgements but also provide a lasting impression that aids in retention of the lessons learned.

The Case Manager's Handbook-Catherine M. Mullahy 2013-06-20 Written by renowned author Catherine Mullahy, The Case Manager’s Handbook, Fifth Edition is the ultimate how-to guide for case managers. This practical resource helps case managers build fundamentals, study for the Certified Case Manager (CCM) exam, and
most importantly, advance their careers after the exam. Written for all professionals in all practice settings in case management, it uses real-life examples and an easy-to-read, conversational style to examine the case management process while presenting practical procedural information. An excellent daily reference and training guide for new case managers and seasoned professionals in various setting, The Case Manager’s Handbook, Fifth Edition is the “go-to” resource for facing the day-to-day challenges of case management, especially as the nation navigates through the many changes introduced by the landmark Patient Protection and Affordable Care Act. Significantly updated and revised, it contains eight new chapters: * Hospital Case Management: Changing Roles and Transitions of Care * Patient Centered Medical Home, ACOs, Health Exchanges * Evidence-Based Practice * Public Sector Reimbursement * Predictive Modeling * Pain Management * Health Technology, Trends, and Implications for Case Managers * The Affordable Care Act of 2010: Implications for Case Managers Included with each new print book is an Access Code for a Navigate Companion Website for students with objectives, multiple choice questions, and bonus appendices.


Hospitals & Health Care Organizations-David Edward Marcinko 2012-07-06 Drawing on the expertise of decision-making professionals, leaders, and managers in health care organizations, Hospitals & Health Care Organizations: Management Strategies, Operational Techniques, Tools, Templates, and Case Studies addresses decreasing revenues, increasing costs, and growing consumer expectations in today’s increasingly competi

The Outward Mindset-, The Arbinger Institute 2016-06-13 Unknowingly, too many of us operate
from an inward mindset—a narrow-minded focus on self-centered goals and objectives. When faced with personal ineffectiveness or lagging organizational performance, most of us instinctively look for quick-fix behavioral band-aids, not recognizing the underlying mindset at the heart of our most persistent challenges. Through true stories and simple yet profound guidance and tools, The Outward Mindset enables individuals and organizations to make the one change that most dramatically improves performance, sparks collaboration, and accelerates innovation—a shift to an outward mindset.

Seeing What Isn't There-Bruce Larue
2020-03-10 Great leaders have the ability to see what isn't there and inspire others with their vision to create the greatest achievements of our time. These leaders don't react to change, they create it. Seeing What Isn't There helps leaders see a future yet to be born while showing you how to channel the collective energy of others to make it a reality. Through vivid examples from their vast reservoirs of experience advising leaders within some of the most complex organizations in the world today, the authors reveal what it takes to instill the seeds of success in others. Whether you are launching a strategic initiative, improving procedures, creating an internal development path for your workers, reinforcing your cyber defenses, building a new urban center, rebooting your country, or even just hoping to become a more effective leader, leadership is about leading change -- and Seeing What Isn't There shows you how to do it.


Keeping Patients Safe-Institute of Medicine
2004-03-27 Building on the revolutionary Institute of Medicine reports To Err is Human and Crossing the Quality Chasm, Keeping Patients Safe lays out guidelines for improving patient safety by changing nursesâ€™ working
conditions and demands. Licensed nurses and unlicensed nursing assistants are critical participants in our national effort to protect patients from health care errors. The nature of the activities nurses typically perform—monitoring patients, educating home caretakers, performing treatments, and rescuing patients who are in crisis—provides an indispensable resource in detecting and remedying error-producing defects in the U.S. health care system. During the past two decades, substantial changes have been made in the organization and delivery of health care and consequently in the job description and work environment of nurses. As patients are increasingly cared for as outpatients, nurses in hospitals and nursing homes deal with greater severity of illness. Problems in management practices, employee deployment, work and workspace design, and the basic safety culture of health care organizations place patients at further risk. This newest edition in the groundbreaking Institute of Medicine Quality Chasm series discusses the key aspects of the work environment for nurses and reviews the potential improvements in working conditions that are likely to have an impact on patient safety.

**Case Management**-Suzanne K. Powell 2018-02-26 Prepare for a new career as a case manager—or just upgrade your skills to a whole new level—with the newly updated Case Management: A Practical Guide for Education and Practice, 4th Edition. Ideal for case management certification (CCMC) exam preparation, this is a thorough review of the case manager’s many roles and skills, from acute to post-acute care. Whether you are a nurse transitioning to case management or already active in it, this is your road map to coordinating successful patient care, from hospital to home. Build a strong case management career foundation, with expert, evidence-based direction: NEW chapter on case manager orientation programs that offers orientation checklists, competency assessment, and learning profiles, with available online tools.

Concepts Case management in various settings—acute care, emergency department, admissions, perioperative services, disease management, insurance case management, palliative care, end-of-life care, hospice, home health care, physician groups, public health/community-based care, rehabilitation. Ideal preparation for the CCMC exam—offers a large portion of CCMC exam content—and for Continuing Education Unit (CEU) for Case Management study. A must-have desk reference that offers plentiful case studies—considered to be “the bible” of case management.

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