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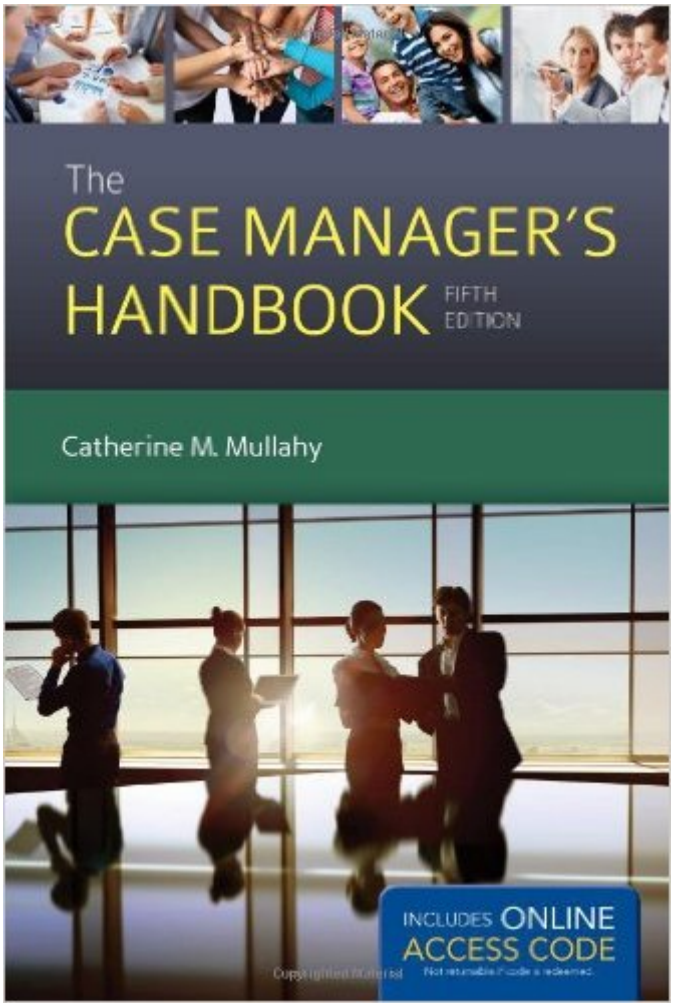
The Case Manager's Handbook



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Synopsis

Written by renowned author Catherine Mullahy, The Case Managerâ ™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 Managerâ ™s Handbook, Fifth Edition is the â œgo-toâ • 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.

Book Information

Hardcover: 782 pages
Publisher: Jones & Bartlett Learning; 5 edition (July 4, 2013)
Language: English
ISBN-10: 1284033600
ISBN-13: 978-1284033601
Product Dimensions: 1.8 x 6 x 9.5 inches
Shipping Weight: 2.6 pounds (View shipping rates and policies)
Average Customer Review: 4.6 out of 5 starsÂ Â See all reviewsÂ (33 customer reviews)
Best Sellers Rank: #42,077 in Books (See Top 100 in Books) #9 inÂ Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Hospital Administration & Care #18 inÂ Books > Medical Books > Administration & Medicine Economics > Hospital Administration #56 inÂ Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Health Care Delivery

Customer Reviews

I am not a case manager, however I work with them on a regular basis. I have found this book extremely helpful in understanding the field, the impact case management can and does have on the health care delivery process, and how it helps improve outcomes and contain costs, especially in critical and chronic care cases. This book is an invaluable tool for case managers and anyone who requires proven, nuts and bolts information on the process of case management and the role of case managers in health care. Lots of basic, hands-on, how-to information.

I have used this book in developing case manager inservice programs and it has been invaluable as a framework for the case manager's role and responsibilities. It is great !!

Catherine Mullahy's 5th edition encompasses all of the current events occurring in Case Management today from the explosion of ACO's, PCMH's, to the Affordable Care Act and how Case Managers will drive the quality of health care upwards in the next 10 to 20 years. Mullahy works side by side with the Commission of Case Manager Certification to ensure that there is an accurate accounting of data there to prepare for CCM certification (coupled with her 2-day review) for those relatively new to the field and, information supported by evidence-based research/guidelines to hold the attention of the experienced Case Manager. Her book is an eloquent blend of where we have been as Case Managers and the opportunities ahead. While this reviewer does not feel that the book is meant to be the sole review source for the CCMC certification exam, I highly recommend her book as your main reference for exam preparation. My experience in academic teaching draws me to Mullahy's book for its profound logic. I foresee that the next addition will incorporate more clinical integration as I believe there will be yet another paradigm shift that enables the Case Manager to utilize his/her clinical skills opening up a new platform of care for the Case Manager. I feel that the field of Case Management is about to REALLY evolve and we will say goodbye to mediocre salaries, being enslaved to quantity instead of quality, and quality avenues we never dreamed possible are just around the corner. In fact, I believe quality will be required to survive in all levels of health care, including health insurance. It is my hope that the "numbers" game or quantity of care inadequacy model along with fragmented health care services will be a hazard of the past forcing a small subset of managers and practitioners seeking personal autonomy to miss the bus full of inter-professional collaborators on a mission to salvage health care. It is this reviewer's opinion that the Affordable Care Act has already established measures to ensure the delivery of patient-centered, care-coordinated, holistic quality care with wellness and preventative-directed

outpatient care and clinically competent, comprehensive inpatient care designed to contribute to threshold improvement in patient safety, satisfaction, and outcomes. Mullahy describes all types of health care models, insurance, and she reviews the nation's obesity epidemic and the challenges facing health care providers and their scientific colleagues. Her book invites you to examine ethical decision-making, standards of practice, the significance of research, and emerging trends relevant to quality and safety. Paralleled with the changes in Case Management today, this book is by far the most comprehensive book on the market today for the Case Manager. I highly endorse Catherine Mullahy's 5th edition book and feel you will also find it extremely enlightening. And, it's always priced better on . Jennifer Vaughn RN,MSN,CCM,CCRN,CCNS,APRN

I purchased this book because I thought it would be a comprehensive resource on CM. This is not the case, and I would not recommend it for the following reasons:1. The book has 749 pages of text, not counting the index. It would be an easier read if the sample documents/flowcharts - that amount to 100 pages in Chapter 3 alone - were removed or perhaps documented in the Appendix. The flowcharts are presented in very tiny font making them extremely difficult to read, and ultimately of no use. Their placement slowed the navigation of the chapter and distracted from the content.2. The book is not cohesive. Chapters and sections seem to have been written separately and stitched together haphazardly, contributing to repetitive and inconsistent content. For example: p. 651: Ã¢Â ÂœOverdoses leading to drug deaths now outnumber traffic fatalities in the United StatesÃ¢Â Â•, quoting the CDC, while on p. 657: Ã¢Â ÂœThe [CDC] places drug overdoses in the United States as the second leading cause of unintended deaths, right behind motor vehicle deaths.Ã¢Â Â• Same issue with information regarding renal disease, p.418: Ã¢Â ÂœMedicare automatically becomes the primary funding source for patients with end-stage renal disease, even those who are active employees, after 18 months of dialysis treatment, but only for services related to the renal conditionÃ¢Â Â• and p. 441: Ã¢Â ÂœIn patient with end-stage renal disease, Medicare becomes primary 30 months following the diagnosis of this condition, even if the individual is under the age of 65Ã¢Â Â•. It may be that both statements are true, but this is an example of the way in which information is scattered all over the book. You may read about something on one page, only to read about it again 100 pages later presented as if it's being introduced for the first time.3. Motivational interviewing Ã¢Â Â“ an essential tool in CM Ã¢Â Â“ is given one paragraph and simply defined as Ã¢Â Âœtalking and listening.Ã¢Â Â•4. Behavioral Health is given 4 pages out of 749. This is not helpful to those who are LCPCs, LCSWs, etc, and practice behavioral health case management.5. The author references her own case management business and business practices

quite a bit, including a long segment on management of a CM practice. This is understandable, since this is what she does, but itÃ¢Â Â™s not applicable to those who function as case managers in varying capacities.If youÃ¢Â Â™re looking for CCM study material, choose a book specifically geared at such. If youÃ¢Â Â™re looking for a resource on CM encompassing various areas of CM, consider other options.

Catherine Mullahy has an easy writing style. The text is easy to read cover to cover and is chock full of information for every case manager. I found her text essential to explaining some of the more complex issues we face as work comp case managers and have used this in my employee education. This is the first purchase I have made of this text despite it being in it's fifth edition. I suppose I didn't expect to learn anything new. Not only did I learn from the text, but I also received excellent explanations that are different than those I use when training new case managers. This is a valuable assess to my bookshelves and one I will refer to for years.

Very good as I only had a month to study and passed the ccm exam. I could not afford the ccm study guides so went with this as I noticed that the author was once involved with CMSA and CCMC. The test was still difficult as I have only worked in mental health with medicaid clients. I never would have passed without studying this book. The book has also inspired me to branch out and maybe even start my own cm buisness.

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