

Contents

V	Introduction to the Continuing Education (CE) Contact Hour Application Process
IX	Preface
1	CHAPTER 1. Taking the Certification Examination General Suggestions for Preparing for the Exam About the Certification Exams Other Resources
11	CHAPTER 2. Clinical Practice Nursing Case Management Concepts Nursing Processes Disease Management Wellness Promotion and Illness Prevention
35	CHAPTER 3. Data Management Individual and Aggregate Data Data Collection Data Analysis Data Evaluation Reporting Application Conclusion
55	CHAPTER 4. Resource Management Support Services Level of Care Options Supplies and Equipment Utilization Management Payer and Reimbursement Methods
87	CHAPTER 5. Quality Management Processes Benchmarking Peer Review/Quality Improvement Organizations Variance Tracking Continuous Quality Improvement Core Measures Risk Management Healthcare Effectiveness Data and Information Set Accreditation

115	CHAPTER 6. Legal and Ethical Considerations Ethical Principles Confidentiality Documentation Advance Directives Legal Responsibilities Conflict of Interest Access to Care Government Policies and Regulations Quality Versus Cost
149	CHAPTER 7. Principles of Education and Learning Learner Readiness Learning Styles Cultural Influences Shared Responsibility for Learning Interpreter Services and Materials
159	CHAPTER 8. Tools of Case Management Practice Standards of Practice Review Criteria Screening Tools Standards of Care Clinical Guidelines Clinical Pathways/Care Practice/Care Maps Satisfaction Surveys
175	CHAPTER 9. Professional Development Preceptorship and Mentorship Staff Development Self-Evaluation and Peer Review Professional Activities
182	A Note From the Authors
183	Appendix A. Review Questions
193	Appendix B. Answers to the Review Questions
205	Index
211	About the Authors