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Case Management Nursing Board Certification Test Content Outline - effective date: May 7, 2012

There are 175 questions on this examination. Of these, 150 are scored questions and 25 are pretest questions that are not scored. Pretest questions are used to determine how well these questions will perform before they are used on the scored portion of the examination. The pretest questions cannot be distinguished from those that will be scored, so it is important for a candidate to answer all questions. A candidate's score, however, is based solely on the 150 scored questions. Performance on pretest questions does not affect a candidate's score.

This Test Content Outline identifies the areas that are included on the examination. The percentage and number of questions in each of the major categories of the scored portion of the examination are also shown.

Category	Domains of Practice	No. of Questions	Percent
I	Clinical Case Management Practice	33	22.00%
II	Resource Management	49	32.67%
III	Quality Management	10	6.67%
IV	Legal and Ethical Considerations	39	26.00%
V	Education	19	12.67%
	Total	150	100%

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I Clinical Case Management Practice (22.00%)

A. Concepts, Standards and Tools

Knowledge of:

1. Nursing case management concepts (e.g., role, functions, principles of case management)
2. Standards of practice for case management
3. Professional excellence and competence
4. Clinical guidelines and pathways
5. Screening tools

B. Nursing Case Management Process

Knowledge of:

1. Nursing process
2. Pathophysiology
3. Psychosocial conditions
4. Evidence-based/best practices

Skills in:

5. Conducting biopsychosocial screenings and assessments
6. Identifying risk factors and barriers
7. Developing a nursing case management plan of care using evidence based/best practices
8. Addressing risk factors and barriers
9. Verifying interventions are consistent with client's needs and goals of treatment
10. Linking client to available resources
11. Implementing a nursing care management plan of care using evidence based/best practices
12. Modifying case management plan/services based on the evaluation of outcomes
13. Synthesizing pertinent data from multiple sources
14. Communicating case management activities to stakeholders
15. Collaborating with multidisciplinary team and other stakeholders
16. Facilitating communication, problem-solving and conflict resolution with stakeholders

II Resource Management (32.67%)

A. Health Care Utilization

Knowledge of:

1. Utilization review criteria
2. Utilization management concepts (e.g., benefits, authorizations, contract management, discharge planning, denials/appeals)
3. Level of care options
4. Payor and reimbursement methodology (e.g., forms or payment, government, private, disability, workman's comp, uninsured)

Skills in:

5. Determining level of care using review criteria
6. Negotiating benefits for clients
7. Planning for transition of care
8. Facilitating resolution of denial/appeals process
9. Care coordination

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B. Support Services

Knowledge of:

1. Community and support resources
2. Medical supplies/durable medical equipment
3. Benefit and payment options for support services (e.g., insured, uninsured, charity)

Skills in:

4. Referring client for support services, equipment and pharmaceuticals
5. Negotiating for support services, equipment and pharmaceuticals

C. Provider Services

Knowledge of:

1. Scope of services for health care providers (e.g., primary care, specialty providers, ancillary services)

Skills in:

2. Verifying provider participating in health care plans
3. Negotiating with providers to facilitate care needs

III Quality Management (6.67%)

A. Quality/Performance Improvement

Knowledge of:

1. Quality/performance improvement processes and concepts
2. Quality indicators (e.g., core measures, outcome measures)
3. Risk management concepts
4. Benchmarking

Skills in:

5. Identifying potential risks and liabilities (e.g., financial, quality, client)
6. Collecting data (e.g., variance tracking, benchmarking)
7. Conducting a cost-benefit analysis

B. Outcome Evaluation

Knowledge of:

1. Outcome evaluation tools
2. Data management (e.g., individual, aggregate)

Skills in:

3. Synthesizing data to improve services (e.g., client, program)

IV Legal and Ethical Considerations (26.00%)

A. Legal and Regulatory

Knowledge of:

1. Accreditation and licensure
2. Scope of practice
3. Governmental regulations and policies that impact health care delivery
4. Legal documentation requirement
5. Legal responsibilities (e.g., malpractice, guardianship, abandonment, abuse and neglect)

Skills in:

6. Documenting case management activities

B. Ethics

Knowledge of:

1. Nursing code of ethics.

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- 2. Professional code of conduct for case managers
- Skills in:
 - 3. Identifying potential conflicts of interests
 - 4. Facilitating resolution of ethical issues
- C. Patient Advocacy/Rights
 - Knowledge of:
 - 1. Patient bill of rights
 - 2. Advanced directives/living wills
 - 3. Informed consent
 - Skills in:
 - 4. Collaborating with multiple providers to facilitate access to care (including wellness promotion, illness prevention, urgent care, transitions of care, disease management)
 - 5. Advocating for the client throughout the continuum of care

V Education (12.67%)

- A. Principles of Education and Learning
 - Knowledge of:
 - 1. Change theories and concepts
 - 2. Characteristics of the learner (e.g., learning style, cultural influences, literacy, health literacy, readiness)
 - 3. Responsibilities within health education (e.g., benefit coverage, treatment options, available resources, various stakeholders)
 - 4. Interpreter services/materials
 - Skills in:
 - 5. Assessing health literacy
 - 6. Assessing readiness for change
 - 7. Evaluating educational outcomes
 - 8. Selecting educational materials for specific learner needs
- B. Population Health Management / Wellness Promotion and Illness Prevention
 - Knowledge of:
 - 1. Disease management
 - 2. Wellness promotion and illness prevention
 - 3. Biopsychosocial characteristics of wellness
 - 4. Cultural perspectives of wellness
 - 5. Predictive modeling
 - Skills in:
 - 6. Identifying at risk populations for wellness promotion interventions
 - 7. Conducting population screenings
 - 8. Referring clients for health maintenance, wellness promotion, and symptom management.

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