

mckesson interqual training

mckesson interqual training is a critical component for healthcare organizations aiming to optimize patient care, improve operational efficiency, and ensure regulatory compliance. This comprehensive guide delves into the intricacies of McKesson InterQual training, exploring its significance, core components, benefits, and implementation strategies. Understanding McKesson's utilization management solutions and the training required to master them is paramount for clinicians, case managers, and administrators. We will examine how this training empowers healthcare professionals to make informed decisions regarding patient care transitions, medical necessity, and resource allocation, ultimately contributing to higher quality outcomes and cost containment.

Understanding McKesson InterQual Training

McKesson InterQual training is designed to equip healthcare professionals with the knowledge and skills necessary to effectively utilize the InterQual® Criteria, a widely recognized evidence-based clinical decision support tool. This training is not merely about learning a software program; it's about understanding the principles of appropriate care management, medical necessity determination, and the efficient transition of patients through the healthcare continuum. The core objective is to standardize decision-making processes, reduce unwarranted variations in care, and ensure that patients receive the right level of care at the right time.

What are McKesson InterQual Criteria?

The InterQual Criteria are a set of objective, evidence-based guidelines developed by McKesson to assist healthcare providers in making critical decisions about patient care. These criteria are based on a thorough review of current medical literature, clinical research, and expert consensus. They cover a broad spectrum of medical conditions and care settings, including inpatient acute care, rehabilitation, skilled nursing facilities, and home health. The InterQual Criteria help determine the medical necessity of admissions, continued stays, and transfers, ensuring that patient care aligns with established best practices and payer requirements.

The Importance of InterQual Training for Healthcare Professionals

Effective utilization of the InterQual Criteria is crucial for several

reasons. Firstly, it promotes evidence-based practice, ensuring that clinical decisions are grounded in the latest research and expert recommendations. Secondly, it facilitates consistent decision-making across an organization, reducing subjectivity and potential for bias. Thirdly, it plays a vital role in managing healthcare costs by preventing unnecessary admissions, reducing length of stay when appropriate, and ensuring that care is delivered in the most cost-effective setting that meets the patient's needs. For case managers and utilization review staff, InterQual training is indispensable for their daily responsibilities.

Key Components of McKesson InterQual Training Programs

McKesson offers a variety of training programs tailored to different roles and levels of expertise within a healthcare organization. These programs are designed to provide a comprehensive understanding of the InterQual system and its application in real-world clinical scenarios. The curriculum typically covers the foundational principles of utilization management, the specific functionalities of the InterQual software, and the interpretation and application of the InterQual Criteria.

Core Curriculum and Modules

- Introduction to Utilization Management and Case Management Principles
- Navigating the InterQual Software Interface
- Understanding and Applying the InterQual Criteria for Medical Necessity
- Case Study Analysis and Practical Application Exercises
- Documentation Requirements and Best Practices
- Regulatory Compliance and Payer Guidelines
- Advanced InterQual Functionalities and Reporting

These modules are often delivered through a combination of online learning, in-person workshops, and hands-on practice sessions. The content is regularly updated to reflect changes in clinical guidelines, healthcare regulations, and the InterQual software itself, ensuring that participants receive the most current and relevant information.

Hands-on Practice and Case Simulations

A significant aspect of effective McKesson InterQual training involves practical application. Participants engage in simulations and case studies that mirror real-life patient scenarios. This hands-on approach allows them to practice using the InterQual Criteria to assess patient needs, determine appropriate levels of care, and document their decisions. These exercises are crucial for building confidence and proficiency in applying the learned concepts, ensuring that participants can translate their training into effective daily practice.

Ongoing Education and Certification

McKesson often provides opportunities for ongoing education and certification in InterQual. This ensures that healthcare professionals remain up-to-date with the latest advancements and best practices. Continuing education is vital in the rapidly evolving healthcare landscape, where clinical guidelines and payer policies can change frequently. Certification can also serve as a valuable credential, demonstrating a commitment to excellence in utilization management and care coordination.

Benefits of Effective McKesson InterQual Training

Investing in comprehensive McKesson InterQual training yields substantial benefits for healthcare organizations, patients, and payers alike. These advantages span improved patient outcomes, enhanced operational efficiency, and strengthened financial performance. By standardizing care management processes, training empowers clinicians to make more informed and consistent decisions.

Improved Patient Outcomes and Quality of Care

One of the primary benefits of proper InterQual training is its direct impact on patient care. By ensuring that patients are placed in the appropriate level of care, interventions are timely, and transitions are seamless, training contributes to better clinical outcomes. The evidence-based nature of the InterQual Criteria helps to prevent premature discharge, unnecessary interventions, and delays in receiving necessary treatments, all of which can negatively affect a patient's recovery and overall health.

Enhanced Operational Efficiency and Workflow Optimization

When healthcare professionals are well-trained in using the InterQual system, it leads to smoother workflows and increased operational efficiency. Case managers can conduct reviews more quickly and accurately, reducing delays in patient processing and bed assignments. This also streamlines communication between different departments and with external payers, minimizing administrative burden and freeing up valuable clinical time for direct patient care.

Cost Containment and Revenue Cycle Management

McKesson InterQual training plays a critical role in cost containment and revenue cycle management. By promoting the use of the most appropriate and cost-effective care settings, the criteria help to reduce unnecessary hospitalizations and shorten lengths of stay when clinically appropriate. Accurate determination of medical necessity also helps to prevent claim denials, ensuring timely reimbursement and optimizing the organization's financial health.

Facilitating Regulatory Compliance and Payer Relations

Adherence to payer guidelines and regulatory requirements is a constant challenge in healthcare. InterQual Criteria, when used effectively through proper training, provide a standardized framework that aligns with many payer policies and government regulations. This facilitates smoother communication with insurance companies, reduces the likelihood of audits and penalties, and strengthens relationships with payers by demonstrating a commitment to evidence-based care management.

Implementing and Sustaining McKesson InterQual Training

Successful implementation of McKesson InterQual training requires a strategic approach that goes beyond initial onboarding. Sustaining the effectiveness of the training involves ongoing support, continuous evaluation, and a commitment to fostering a culture of evidence-based care management. Healthcare organizations must integrate training into their operational fabric.

Strategic Training Program Design

Designing a training program that is aligned with the specific needs and roles within an organization is paramount. This involves identifying target audiences, tailoring content to their responsibilities, and selecting appropriate delivery methods. A well-designed program ensures that the training is relevant, engaging, and leads to practical application of the InterQual system and criteria.

Onboarding New Staff and Continuous Education

A robust onboarding process for new hires is essential to ensure they are proficient in using the InterQual system from the outset. This should include comprehensive initial training modules and mentorship opportunities. Furthermore, continuous education for existing staff is vital to keep them updated on new criteria, software enhancements, and evolving best practices. Regular refresher courses and advanced training sessions help maintain a high level of competence across the team.

Measuring Training Effectiveness and ROI

To justify the investment in McKesson InterQual training and ensure its ongoing value, organizations must have mechanisms in place to measure its effectiveness. This can involve tracking key performance indicators (KPIs) such as claim denial rates, length of stay, readmission rates, and patient satisfaction scores. Analyzing these metrics before and after training implementation can help demonstrate the return on investment (ROI) and identify areas for further improvement.

Frequently Asked Questions

What are the key benefits of McKesson InterQual training for healthcare professionals?

McKesson InterQual training equips healthcare professionals with essential skills for accurate patient care classification, utilization review, and adherence to evidence-based guidelines. This leads to improved patient outcomes, optimized resource allocation, reduced length of stay, and enhanced compliance with payer requirements.

What are the typical learning objectives for McKesson InterQual training?

Typical learning objectives include understanding the InterQual criteria for various care settings (inpatient, skilled nursing, etc.), learning how to apply the criteria effectively during patient assessments, documenting justification for medical necessity, and navigating the InterQual software for efficient workflow and reporting.

Who is the target audience for McKesson InterQual training?

The primary target audience includes utilization review staff, case managers, social workers, nurses, physicians, and other healthcare professionals involved in the admission, continued stay, and discharge planning processes. It's also beneficial for hospital administrators and compliance officers.

How does McKesson InterQual training contribute to value-based care initiatives?

InterQual training helps healthcare organizations align with value-based care by promoting appropriate patient placement, reducing unnecessary services and readmissions, and ensuring that care is delivered at the right level and setting. This ultimately leads to better quality outcomes at a lower cost.

What are the different formats available for McKesson InterQual training?

McKesson typically offers training in various formats, including online self-paced modules, live virtual instructor-led sessions, and sometimes in-person training. These formats cater to different learning styles and organizational needs for flexibility and accessibility.

How often is McKesson InterQual training updated, and how do professionals stay current?

McKesson regularly updates its InterQual criteria and software to reflect the latest clinical evidence and regulatory changes. Professionals are typically notified of updates and provided with training on new versions or significant changes. Continuing education and regular re-training are crucial for maintaining proficiency.

Additional Resources

Here are 9 book titles related to McKesson InterQual training, with descriptions:

1. The InterQual® Framework: A Guide to Clinical Decision Support

This foundational text delves into the core principles and methodologies behind the InterQual® criteria. It explains how these evidence-based guidelines are designed to facilitate appropriate and efficient patient care decisions across various settings. The book emphasizes the role of InterQual® in promoting consistency, improving quality, and managing healthcare resources effectively.

2. Navigating Patient Pathways with InterQual® Guidelines

This practical guide focuses on the application of InterQual® criteria in managing patient care transitions and different levels of service. It provides insights into how to effectively utilize the guidelines for admission, continued stay, and discharge planning. The book aims to equip healthcare professionals with the knowledge to optimize patient flow and ensure timely, appropriate interventions.

3. InterQual® for Acute Care: Optimizing Hospitalizations and Resource Utilization

Specifically tailored for acute care settings, this book explores the application of InterQual® in determining the medical necessity of inpatient admissions and services. It highlights how adherence to the criteria can lead to reduced length of stay, prevention of avoidable readmissions, and improved financial performance. Readers will find strategies for integrating InterQual® into daily clinical workflows.

4. Understanding InterQual® in Post-Acute Care Settings

This resource addresses the nuances of applying InterQual® criteria in rehabilitation facilities, skilled nursing units, and home health agencies. It clarifies how the guidelines support the transition to lower levels of care and ensure continued appropriate resource allocation. The book offers case studies and best practices for leveraging InterQual® to enhance patient outcomes in post-acute environments.

5. The Science Behind InterQual®: Evidence-Based Clinical Logic

This title dives deeper into the research and evidence that underpins the InterQual® criteria. It explains the systematic process of literature review, expert consensus, and ongoing updates that ensure the guidelines remain clinically relevant and robust. Understanding this scientific foundation is crucial for confidently applying the criteria and defending clinical decisions.

6. InterQual® and Value-Based Care: Driving Quality and Efficiency

This book examines the critical role of InterQual® in the evolving landscape of value-based healthcare. It illustrates how the criteria can be used to align clinical practice with payment models that reward quality outcomes and cost-effectiveness. The text provides strategies for leveraging InterQual® to improve care coordination and meet performance metrics.

7. Implementing InterQual® Training: A Practical Toolkit for Educators

Designed for those responsible for training healthcare staff on InterQual®, this book offers practical advice and resources for developing effective

educational programs. It covers various training methodologies, assessment techniques, and strategies for fostering continuous learning and competency. The toolkit aims to simplify the process of onboarding new users and reinforcing existing knowledge.

8. InterQual® Audit and Compliance: Ensuring Adherence to Guidelines

This essential text focuses on the importance of auditing and compliance within the framework of InterQual® usage. It outlines methods for reviewing clinical documentation against the criteria, identifying areas for improvement, and ensuring that healthcare providers are consistently adhering to the established guidelines. The book helps organizations maintain regulatory compliance and uphold the integrity of their decision support system.

9. Advanced InterQual® Strategies: Enhancing Clinical Outcomes and Operational Excellence

Building upon foundational knowledge, this advanced guide explores more sophisticated applications of InterQual® for optimizing clinical decision-making and operational efficiency. It addresses complex scenarios, data analytics related to InterQual® usage, and strategies for embedding the criteria into the organizational culture for sustained improvement. This book is for experienced users seeking to maximize the impact of InterQual®.

McKesson Interqual Training

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McKesson InterQual Training: Master the Art of Utilization Management

Are you struggling to navigate the complexities of McKesson InterQual, leaving you feeling overwhelmed and unsure of your utilization management decisions? Do you fear making costly mistakes that impact patient care and your organization's bottom line? Are you losing valuable time searching for answers and lacking the confidence to effectively utilize this powerful tool? Then this ebook is your essential guide to mastering McKesson InterQual and achieving utilization management excellence.

This comprehensive guide, "Conquering McKesson InterQual: A Practical Guide to Utilization Management," will equip you with the knowledge and skills to confidently navigate InterQual's intricacies and optimize your processes.

This ebook includes:

Introduction: Understanding the Importance of Utilization Management and InterQual's Role

Chapter 1: Navigating the InterQual Interface: A Step-by-Step Guide

Chapter 2: Mastering InterQual Criteria: Interpretation and Application

Chapter 3: Advanced InterQual Techniques: Improving Efficiency and Accuracy

Chapter 4: Case Studies and Practical Examples

Chapter 5: Compliance and Best Practices

Chapter 6: Integrating InterQual into Your Workflow

Chapter 7: Troubleshooting Common Challenges and Errors

Conclusion: Continuous Improvement and Staying Ahead of the Curve

Conquering McKesson InterQual: A Practical Guide to Utilization Management

Introduction: The Importance of Utilization Management and InterQual's Role

Effective utilization management (UM) is crucial for healthcare organizations. It's about ensuring that healthcare services are medically necessary, provided at the appropriate level of care, and delivered in the most cost-effective manner. Poor UM practices can lead to increased costs, reduced quality of care, and potential legal issues. McKesson InterQual is a leading UM tool that helps organizations achieve these goals by providing evidence-based clinical guidelines and decision support. This ebook serves as your comprehensive guide to mastering InterQual and leveraging its capabilities for improved UM outcomes. Understanding the core principles of UM and InterQual's role within this framework is the foundation for successful implementation. This section will establish the context and importance of mastering this critical tool.

Chapter 1: Navigating the InterQual Interface: A Step-by-Step Guide

(Keyword Optimization: McKesson InterQual interface, InterQual navigation, InterQual login, InterQual search, InterQual reports)

This chapter provides a detailed, step-by-step walkthrough of the McKesson InterQual interface. It will cover essential aspects such as:

Logging in and accessing the system: This includes detailed instructions on user authentication, security protocols, and troubleshooting common login issues. We will cover different access levels and user roles.

Performing searches and retrieving criteria: This will delve into utilizing InterQual's search

functionality, including using keywords, filters, and advanced search operators for efficient retrieval of relevant clinical guidelines. We'll cover various search techniques and tips for maximizing search efficiency.

Understanding the different criteria sets: InterQual offers various criteria sets tailored to specific needs. This section will explain the distinctions between these sets and how to select the appropriate criteria for a given situation. We will detail the structure and content of the various criteria sets.

Interpreting the criteria results: This section will explain how to interpret the findings from InterQual, including understanding medical necessity determinations, levels of care, and recommended treatment options. Examples will be provided.

Generating reports and documentation: This section will cover creating reports and documenting the utilization management decisions made based on InterQual criteria. This includes understanding the importance of accurate and complete documentation.

Chapter 2: Mastering InterQual Criteria: Interpretation and Application

(Keyword Optimization: InterQual criteria interpretation, InterQual clinical guidelines, medical necessity, InterQual decision support, evidence-based medicine)

This chapter focuses on the core of InterQual—its clinical criteria. Effective use of InterQual hinges on understanding and correctly applying these criteria. This chapter will cover:

Understanding the structure and logic of InterQual criteria: We will explore the underlying principles of how InterQual criteria are structured and how the system uses these criteria to arrive at its decisions. This includes exploring the hierarchical structure and the logical flow of the guidelines.

Interpreting medical necessity determinations: This section will cover understanding what constitutes medical necessity according to InterQual criteria and how to accurately determine whether a requested service meets the criteria for medical necessity. Examples will be provided to demonstrate how to apply these principles.

Applying criteria to various clinical scenarios: This will involve presenting a series of case studies demonstrating the application of InterQual criteria in diverse clinical situations. Readers will learn how to analyze patient data and apply the appropriate InterQual criteria to reach informed decisions.

Identifying and addressing discrepancies: This chapter will discuss how to handle situations where the InterQual criteria seem to conflict with clinical judgment or other available evidence. It will cover strategies for resolving discrepancies and documenting these situations properly.

Staying up-to-date with InterQual updates: InterQual's criteria are regularly updated. This section emphasizes the importance of staying current with the latest versions and how to access updates effectively.

Chapter 3: Advanced InterQual Techniques: Improving Efficiency and Accuracy

(Keyword Optimization: InterQual advanced features, InterQual efficiency, InterQual accuracy, InterQual best practices, InterQual optimization)

This chapter moves beyond basic usage, exploring advanced features and techniques to optimize InterQual utilization. This will include:

Utilizing advanced search and filtering techniques: This section will detail advanced search strategies, including Boolean operators, wildcards, and filtering by specific criteria to refine search results and significantly improve efficiency.

Leveraging InterQual's reporting features: We will explore the various reporting capabilities of InterQual to generate customized reports, track key performance indicators (KPIs), and identify trends in utilization patterns.

Integrating InterQual with other systems: This section will cover how to integrate InterQual with existing electronic health record (EHR) systems and other workflow tools to streamline the UM process and avoid data redundancy.

Developing customized criteria sets: In certain situations, customizing criteria sets might be necessary. This section will briefly discuss the process and considerations involved.

Developing internal best practices: This will discuss developing workflows and protocols to ensure consistent and accurate application of InterQual across the organization.

Chapter 4: Case Studies and Practical Examples

(Keyword Optimization: InterQual case studies, InterQual examples, InterQual scenarios, utilization management examples)

This chapter presents real-world case studies, demonstrating how to apply InterQual in various clinical situations. These examples will reinforce the concepts learned in previous chapters and provide practical, actionable insights. Each case study will highlight the decision-making process, including the challenges faced, the application of InterQual criteria, and the resulting outcomes.

Chapter 5: Compliance and Best Practices

(Keyword Optimization: InterQual compliance, utilization management compliance, healthcare compliance, regulatory compliance, InterQual best practices)

This chapter covers the crucial aspect of compliance when using InterQual. It will address regulatory requirements and best practices to ensure legal and ethical usage.

Chapter 6: Integrating InterQual into Your Workflow

(Keyword Optimization: InterQual workflow, InterQual integration, workflow optimization, utilization management workflow, healthcare workflow)

This chapter focuses on seamlessly integrating InterQual into existing workflows, optimizing efficiency and minimizing disruption.

Chapter 7: Troubleshooting Common Challenges and Errors

(Keyword Optimization: InterQual troubleshooting, InterQual errors, InterQual problems, InterQual support, InterQual FAQs)

This chapter will address common challenges encountered when using InterQual and provide practical solutions and troubleshooting steps.

Conclusion: Continuous Improvement and Staying Ahead of the Curve

This final chapter emphasizes the importance of continuous learning and adaptation in the ever-evolving landscape of utilization management. It will encourage the reader to stay updated on InterQual updates and industry best practices.

FAQs

1. What is McKesson InterQual? McKesson InterQual is a widely used clinical decision support tool that provides evidence-based criteria for utilization management in healthcare.
2. Who uses McKesson InterQual? Hospitals, health systems, and other healthcare organizations use InterQual to improve the efficiency and effectiveness of their utilization management processes.

3. How much does McKesson InterQual cost? Pricing varies depending on the size of the organization and the specific features required. Contact McKesson directly for pricing information.
4. What kind of training is available for McKesson InterQual? McKesson offers various training options, including online courses, webinars, and on-site training.
5. Is McKesson InterQual user-friendly? While it has a comprehensive feature set, InterQual is designed to be user-friendly with intuitive navigation and search capabilities. However, training is recommended to fully utilize its capabilities.
6. How does InterQual help with compliance? InterQual's evidence-based criteria help organizations meet regulatory requirements and demonstrate adherence to best practices.
7. How often is InterQual updated? InterQual criteria are updated regularly to reflect the latest medical research and guidelines. Users should check for updates frequently.
8. What if I encounter a problem with InterQual? McKesson provides technical support to help users resolve issues.
9. Can I customize InterQual to fit my organization's specific needs? In certain circumstances, McKesson offers options for customization, though the extent of customization may vary.

Related Articles:

1. Understanding Medical Necessity in Utilization Management: This article will provide a detailed explanation of the concept of medical necessity and its importance in healthcare.
2. The Role of Evidence-Based Medicine in InterQual: This article will explore how InterQual uses evidence-based medicine to ensure the accuracy and reliability of its clinical criteria.
3. Improving Efficiency in Utilization Management with McKesson InterQual: This article will focus on techniques and strategies for maximizing efficiency when using InterQual.
4. Best Practices for InterQual Report Generation and Documentation: This article provides detailed guidance on creating effective and compliant reports using InterQual.
5. Integrating McKesson InterQual with Your EHR System: This article will guide you through the process of integrating InterQual with your electronic health record system.
6. Common Errors to Avoid When Using McKesson InterQual: This article highlights common mistakes and provides solutions to avoid them.
7. The Legal and Ethical Considerations of Utilization Management: This article delves into the legal and ethical implications of UM decisions.

8. Staying Compliant with CMS Guidelines Using InterQual: This article explores how InterQual can assist in meeting Centers for Medicare & Medicaid Services (CMS) requirements.

9. Advanced Analytics and Reporting with McKesson InterQual: This article explores the advanced analytics and reporting capabilities within InterQual and how they can be used for strategic decision-making.

mckesson interqual training: *The Case Manager's Training Manual* David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation

mckesson interqual training: Introduction to Quality and Safety Education for Nurses Carolyn Christie-McAuliffe, PhD, FNP, 2014-03-14 Print+CourseSmart

mckesson interqual training: *Introduction to Quality and Safety Education for Nurses* Patricia Kelly Vana, MSN, RN, Beth A. Vottero, PhD, RN, CNE, Carolyn A. Christie-McAuliffe, PhD, FNP, 2014-03-14 This is the first undergraduate textbook to provide a comprehensive overview of essential knowledge, skill, and attitudes about safety in nursing practice. It reflects the six areas of nursing competencies as developed by the Quality and Safety Education Program for Nurses (QSEN) initiative, which are currently required content in undergraduate nursing programs. Using an inter-professional focus, the book addresses the fundamental knowledge required of entry-level nurses in each of the six QSEN areas: quality improvement, patient safety, teamwork and collaboration, evidence-based practice, informatics, and patient-centered care. The book includes all of the content required for nursing programs to be accredited by AACN or NLN. Contributors include nurse educators, faculty, researchers, administrators, case managers, quality improvement practitioners, and entrepreneurs of nursing as well as physicians and librarians from throughout the U.S. Readers will be privy to the unique perspectives of different health care partners who provide real life examples from an inter-professional team perspective. These include pharmacists, lawyers, physicians, librarians, quality improvement nurses, radiology technologists, nurse practitioners, hospital board members, patients, and others. Each chapter includes objectives, opening scenarios, case studies, critical thinking exercises, key terms, NCLEX-style questions, photos, tables, figures, web resources, recommendations for additional reading, and PowerPoint slides. An important feature of the book is the listing of QSEN competencies and the associated knowledge, skills, and attitudes (KSA) in the Appendix. Key Features: Comprises the only undergraduate text to address the six areas of requisite nursing competencies as developed by the QSEN initiative Provides a strong foundation for safe, evidence-based care Presents an inter-professional approach that reflects health care today Supports teaching with PowerPoint slides, critical thinking exercises, case studies, and rationales for review questions Includes objectives, critical thinking exercises, case studies, real world interviews, tables, figures, visuals, and suggested readings in each chapter

mckesson interqual training: *Case Management* Suzanne K. Powell, Hussein M. Tahan, 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 NEW topics on current practice issues and developments, including the impact of the Patient Protection and Affordable Care Act and value-based care NEW content on experiential, problem-based learning—learning practices, training programs, case management team professional development Offers in-depth, evidence-based guidance on: The case manager's roles, functions, and tasks Key concepts—quality management and outcomes evaluation, legal and ethical considerations,

case management process, utilization management, transitions of care The role of the nurse case manager versus social worker role Strategies that ensure effectiveness of case management models Coordinating care, protecting privacy and confidentiality, health insurance benefit analysis, practice standards The Case Management Code of Professional Conduct, accreditation agencies and standards, specialty board certifications Management of resources and reimbursement 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

mckesson interqual training: *Improving the Quality of Health Care for Mental and Substance-Use Conditions* Institute of Medicine, Board on Health Care Services, Committee on Crossing the Quality Chasm: Adaptation to Mental Health and Addictive Disorders, 2006-03-29 Each year, more than 33 million Americans receive health care for mental or substance-use conditions, or both. Together, mental and substance-use illnesses are the leading cause of death and disability for women, the highest for men ages 15-44, and the second highest for all men. Effective treatments exist, but services are frequently fragmented and, as with general health care, there are barriers that prevent many from receiving these treatments as designed or at all. The consequences of this are serious—for these individuals and their families; their employers and the workforce; for the nation's economy; as well as the education, welfare, and justice systems. *Improving the Quality of Health Care for Mental and Substance-Use Conditions* examines the distinctive characteristics of health care for mental and substance-use conditions, including payment, benefit coverage, and regulatory issues, as well as health care organization and delivery issues. This new volume in the Quality Chasm series puts forth an agenda for improving the quality of this care based on this analysis. Patients and their families, primary health care providers, specialty mental health and substance-use treatment providers, health care organizations, health plans, purchasers of group health care, and all involved in health care for mental and substance-use conditions will benefit from this guide to achieving better care.

mckesson interqual training: *The Almanac of American Employers: The Only Guide to America's Hottest, Fastest-Growing Major Corporations* Jack W. Plunkett, 2008-10 Market research guide to American employers. Includes hard-to-find information such as benefit plans, stock plans, salaries, hiring and recruiting plans, training and corporate culture, growth plans. Several indexes and tables, as well as a job market trends analysis and 7 Keys For Research for job openings. This massive reference book features our proprietary profiles of the 500 best, largest, and fastest-growing corporate employers in America--includes addresses, phone numbers, and Internet addresses.

mckesson interqual training: *Current Perspectives in Clinical Treatment and Management in Workers' Compensation Cases* Matt Kruger, Chris E. Stout, Jeff Rogers, 2011-04-23 This e-book integrates all aspects of medical care relevant to worker compensation. It explains benefits of the application of evidence-based approaches to worker compensation care. Improved outcomes of such approaches include less risky treatments, faster healing, and good return to work experience. It also points towards designing a better health care system with a focus on the economy, healthcare policy and change, and growing innovation in medical practice. The e-book should serve as a significantly important reference tool for several working professionals in healthcare systems as well for as students and trainees.

mckesson interqual training: *Medical Quality Management* Angelo P. Giardino, Lee Ann Riesenber, Prathibha Varkey, 2020-08-31 This comprehensive medical textbook is a compendium of the latest information on healthcare quality. The text provides knowledge about the theory and practical applications for each of the core areas that comprise the field of medical quality management as well as insight and essential briefings on the impact of new healthcare technologies

and innovations on medical quality and improvement. The third edition provides significant new content related to medical quality management and quality improvement, a user-friendly format, case studies, and updated learning objectives. This textbook also serves as source material for the American Board of Medical Quality in the development of its core curriculum and certification examinations. Each chapter is designed for a review of the essential background, precepts, and exemplary practices within the topical area: Basics of Quality Improvement Data Analytics for the Improvement of Healthcare Quality Utilization Management, Case Management, and Care Coordination Economics and Finance in Medical Quality Management External Quality Improvement — Accreditation, Certification, and Education The Interface Between Quality Improvement and Law Ethics and Quality Improvement With the new edition of Medical Quality Management: Theory and Practice, the American College of Medical Quality presents the experience and expertise of its contributors to provide the background necessary for healthcare professionals to assume the responsibilities of medical quality management in healthcare institutions, provide physicians in all medical specialties with a core body of knowledge related to medical quality management, and serve as a necessary guide for healthcare administrators and executives, academics, directors, medical and nursing students and residents, and physicians and other health practitioners.

mckesson interqual training: Core Skills for Hospital Case Managers Tony Cesta, Beverly Cunningham, 2009-06 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 Examine 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

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expert contributors in the fields of medicine, public health, and business Tables on Health Care Acronyms Medical Degrees Medical Legislation Medical Organizations Medical Specialties About the Editor Michael J. Stahl, Ph.D. is Director of the Physician Executive MBA Program and Distinguished Professor of Management in the College of Business at the University of Tennessee, Knoxville. Dr. Stahl received his B.S. in Electrical Engineering from the State University of NY at Buffalo and his Ph.D. in Management from Rensselaer Polytechnic Institute. From 1982-1989, Stahl was Head of the Management Department at Clemson University He was Associate Dean in the College of Business at the University of Tennessee from 1989-1997. Dr. Stahl has published over 50 journal articles in a variety of areas including Strategic Management, TQ, and healthcare, as well as twelve books including Strategic Management, Perspectives in TQ, and The Physician's Essential MBA. He teaches strategy and business planning in the Physician EMBA, Taiwan EMBA, and MBA Programs. Recommended Libraries Academic, Public, Special, Private/Corporate

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developing trustworthy clinical practice guidelines emphasizing transparency; management of conflict of interest ; systematic review-guideline development intersection; establishing evidence foundations for and rating strength of guideline recommendations; articulation of recommendations; external review; and updating. Clinical Practice Guidelines We Can Trust shows how clinical practice guidelines can enhance clinician and patient decision-making by translating complex scientific research findings into recommendations for clinical practice that are relevant to the individual patient encounter, instead of implementing a one size fits all approach to patient care. This book contains information directly related to the work of the Agency for Healthcare Research and Quality (AHRQ), as well as various Congressional staff and policymakers. It is a vital resource for medical specialty societies, disease advocacy groups, health professionals, private and international organizations that develop or use clinical practice guidelines, consumers, clinicians, and payers.

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researched and successfully implemented nursing case management programs in various facilities

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working knowledge of medical quality management.

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need of decision support.

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