

CEU approval guidelines for 2014 Retirement Connection sponsored content

POSTER PRESENTORS- THIS INFO IS COPIED DIRECTED FROM CCMC REGARDING THE APPROVAL PROCESS

NOTE- FOR the PDF/ARTICLE content to be approved. Your PDF should take 8-12 minutes to cover the Educational (non promotional) content.

NOTE- There will be 6 focus areas and we may limit content once an area of focus has been met to promote diversity of content. Your topic is not reserved until your ARTICLE/PDF has been received.

Domain Focus Areas for Continuing Education

The following constitute the domain focus areas that are appropriate for continuing education for case managers. The list below denotes the domain and sub-domain focus areas on the CCM exam. Your organization's continuing education program must fit within one or more of these categories, be current and at a level of knowledge expected of individuals who have already passed the CCM exam.

1) Principles of Practice

- Accreditation standards and requirements
- Ethics (e.g., advocacy, experimental treatments and protocols, end of life, refusal of treatment/services, professional conduct)
- Health care and disability related legislation (e.g., Americans with Disabilities Act [ADA]; Occupational Safety and Health Administration [OSHA] regulations; Health Insurance Portability and Accountability Act [HIPAA])
- Legal and regulatory requirements
- Risk management
- Standards of practice
- Quality indicators (e.g., core measures of the Centers for Medicare and Medicaid Services [CMS], Utilization Review Accreditation Commission [URAC], National Committee for Quality Assurance [NCQA], National Quality Forum [NQF], Agency for Healthcare Research and Quality [AHRQ])
- Confidentiality

2) Case Management Concepts

- Goals and objectives of case management practice
- Interpersonal communication (e.g., group dynamics, relationship building)
- Interview techniques
- Management strategies for clients with multiple co-morbidities
- Roles and functions of case managers in various settings
- Negotiation techniques
- Cost-benefit analysis
- Data interpretation and reporting
- Program evaluation and research methods (e.g., outcome, satisfaction)
- Case recording and documentation
- Quality and performance improvement concepts
- Conflict resolution strategies
- Factors used to identify acuity or severity levels
- Case load calculation
- Case management models

- Case management process and tools

3) Psychosocial Aspects

- Abuse and neglect (e.g., emotional, psychological, physical, financial)
- Multicultural issues as they relate to health behavior
- Psychological and neuropsychological assessment
- Psychosocial aspects of chronic illness and disability
- Self-care management (e.g., self advocacy, self-directed care, informed decision making)
- Health coaching
- Spirituality as it relates to health behavior
- Substance use, abuse, and addiction
- Support programs (e.g., support groups, pastoral counseling, disease-based organizations, bereavement counseling)
- Wellness and illness prevention concepts and strategies
- Behavioral health and psychiatric disability concepts
- Community resources (e.g., elder care services, fraternal/religious organizations, government programs, meal delivery services, pharmacy assistance programs)
- Crisis intervention strategies
- Change theories and stages
- Dual diagnoses
- End of life issues (e.g., hospice, withdrawal of care, Do Not Resuscitate)
- Family dynamics
- Health literacy assessment

4) Healthcare Management and Delivery

- Alternative care facilities (e.g., assisted living, group homes, residential treatment facilities)
- Management of acute and chronic illness and disability
- Medical home model
- Medication therapy management and reconciliation
- Models of care
- Palliative care and symptom management
- Rehabilitation service delivery systems
- Roles and functions of other providers
- Transitions of care
- Continuum of care
- Critical pathways, standards of care, practice guidelines including the average duration of treatment associated with various conditions and disabilities
- Healthcare delivery systems
- Chronic Care Model
- Healthcare providers
- Interdisciplinary care team (ICT)
- Levels of care

5) Rehabilitation

- Work adjustment, transitional employment, and work hardening
- Workers' compensation
- Assessment of physical functioning

- Disability compensation systems (e.g., workers' compensation, long-term disability)
- Assistive devices
- Ergonomics and assistive technologies
- Functional capacity evaluation
- Job analysis, job modification, and job accommodation
- Job development and placement
- Vocational aspects of chronic illness and disability

6) Healthcare Reimbursement

- Cost containment principles
- Financial resources (e.g., viatical settlements)
- Healthcare insurance principles
- Managed care concepts and rules for reimbursement
- Private benefit programs (e.g., pharmacy benefits management; indemnity; employer-sponsored health coverage; individual-purchased insurance; home care benefits, COBRA)
- Prospective payment systems and rules for reimbursement
- Public benefit programs (e.g., SSI, SSDI, Medicare, Medicaid, TRICARE, CHAMPVA)
- Resources for the uninsured or underinsured
- Utilization management

WHAT WON'T BE APPROVED

- Orientation Programs – a specific series of activities designed to familiarize employees with the policies and procedures of an institution
- Any program that is drug or product based
- Promotional exhibitor booths
- Any courses designed to prepare individuals to take the CCM exam