



"If It Looks Like a Case Manager..."

By Catherine M. Mullahy, RN, BS, CRRN, CCM
President, Mullahy & Associates, LLC



There's a very disturbing trend happening right now in case management. It has to do with the proliferation of many new titles for individuals performing different case management functions.

From care coordinator and patient advocate to health manager and patient navigator, it seems that the title "case manager" is getting slowly pushed to the background. And guess who's letting it happen? You guessed it: case managers. This is particularly disturbing because all of these titles, coupled with the fragmentation of the traditional case manager role, are causing more confusion and less credibility for a very essential role. If you stop and consider that, since 1992, over 60,000 case managers have earned the CCM® credential from the Commission for Case Manager Certification (CCMC), and clearly have also earned the respect afforded by this professional designation, it becomes even more concerning.

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We're sharing articles we think you'll find informative and interesting on Facebook and LinkedIn, and we'd love to hear back from all of you in the nursing, case management, social work, physician practices, health care administration, and related fields. We're a vibrant community and can build on each other's experiences and insights. Please visit

UPCOMING EDUCATIONAL PROGRAMS.



On the Speaker's Circuit...

Following is the upcoming schedule of educational programs led by Mullahy & Associates. For more information and to register, visit: <http://mullahyassociates.com/event-schedule.html>

05/01/2015			
05/02/2015	Nationwide Children's Hospital Best in Class Pediatric Case Management	Columbus, OH	
05/18/2015	University of Wisconsin Medical Foundation Best in Class Case Management	Madison, WI	
05/19/2015			
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06/04/2015	Case Management Certification Workshop - Washington DC - June 2015	CCMC Offices, Washington, D.C.	
06/05/2015			\$599
	Case Management Society of America Booth 1020		
06/23/2015		Orlando, FL	
06/26/2015			
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07/23/2015	Best in Class Case Management - Your Gateway to Certification and Best in Class Practice	Rockefeller University, New York City	\$499
07/24/2015			
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	One Day PreConference Session New Models for Case Managers; New Ethical Challenges Protecting Yourself and Your Patient...Legal Implications for Today's Case Managers		
10/25/2015		New Orleans, LA	
10/26/2015	Contemporary Forums		
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"Case Management Education Should Also Be Setting-Specific"

By Jeanne Boling, MSN, CRRN, CDMS, CCM
Vice President, Mullahy & Associates, LLC

All case managers are bound by common standards and professional codes of conduct and share the primary mission of helping to meet the healthcare needs of their patients. Towards this goal, they are involved in evaluating and continually assessing their



patients' health, making sure that patients are following prescribed treatment plans, and helping patients gain access to essential healthcare resources. And, while they all strive to facilitate the most positive outcome for their patients, the different settings, in which they practice, require specific education and training.

The settings, in which case managers practice, are quite diverse.

They range from hospitals, long-term acute care facilities and skilled nursing facilities to rehabilitation centers, ambulatory care facilities, patient-centered medical homes, health insurance and managed care companies, public health entities (i.e., Veterans Health Administration, Indian Health Services, public health programs, etc.), and independent private case management companies. In some cases, there are setting-specific credentials. For example, the American Association of Managed Care Nurses (AAMCN) has both Practice Standards and a Certification in Managed Care Nursing (CMCN) credential and many nurses who hold this credential work in case management. For all settings, it's important that case managers embrace "Best in Class" practices and recognize how their role will be affected by the setting.

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"Spotlight on the Learning Management System...Coming Soon"



LMS Coming Soon!

At Mullahy & Associates, we are always striving to bring new educational tools to help you improve your case management skills, advance in your career and increase your earning power. With this mission in mind, we are excited to announce that we will soon be offering a comprehensive "Learning Management System."

Our "Learning Management System" is comprised of four Professional Case Management Groups (I-IV), which can be purchased separately or as a four-group package. Taught by our President Catherine Mullahy and Vice President Jeanne Boling, they provide comprehensive instruction on important aspects of professional case management.

Group I is titled "Case Management - A Reason for Change" and discusses the Case Manager Role and Function and the Case Management Work Format: The Process Applied; Group II covers "Effective Communications" and discusses the Case Manager Role and Function and the Case Management Work Format: The Process Applied; Group III offers instruction on "Integrating Behavioral Health Issues in Primary Care and covers Legal and Risk Management Issues and Ethical Issues in Case Management; and Group IV titled "Cultural Issues," discusses Clinical, Functional and Satisfaction Outcome, as well as Polypharmacy & Medical Adherence and Managing Implementation.

We will let you know when this Learning Management System is available. In the meantime, watch for information on our LinkedIn and Facebook pages, and follow our Twitter feed. In the meantime, if you would like any additional information, please contact us at: cmullahy@mullahyassociates.com or 631.673.0406.



Warmest Wishes for a Wonderful Spring!

Catherine Mullahy & Jeannie Boling

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