

FOURTH EDITION

Nursing Case Management

From Essentials to Advanced
Practice Applications



ELAINE L. COHEN • TONI G. CESTA

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Nursing Case Management From Essentials To Advanced Practice

Marcia Stanhope, Jeanette Lancaster



Nursing Case Management From Essentials To Advanced Practice:

Nursing Case Management Elaine Cohen,Toni G. Cesta,2004-08-26 This classic resource offers complete coverage of nursing case management from theoretical background and historical perspective to practical applications and how the field is changing to meet the challenges of today's health care environment It focuses on the implementation of various case management models used throughout the United States and abroad Key topics include the impact of public policy on health care understanding the effects of health care reimbursement and its application at the patient level throughput and capacity management the impact of the revenue cycle compliance and regulatory issues and principles needed to improve case manager client interaction This helpful resource is designed to help nurse case managers assess their organization's readiness for case management prepare and implement a plan to achieve necessary improvements and evaluate the plan's success Includes numerous proven case management models currently being used in institutions across the country Organized to take the nursing case manager on a journey from the historical development of nursing case management to the successful implementation of a case management program Offers detailed guidance for planning implementing and evaluating a case management program Outlines the planning process with information on key topics such as analysis of the organization the role of the organization's members selection criteria for new case managers case management education credentialing and partnerships Features guidelines for implementing a case management program with information on ethical issues technology compliance and regulatory issues Addresses the evaluation component of developing and implementing a case management program by presenting information on outcomes research documentation continuous quality improvement measuring cost effectiveness care continuum and evidence based practice Presents acute care and community based models of case management Highlights the evolution of collaborative models of case management addressing key elements of joint decision making shared accountability and interdisciplinary systems of care Addresses health care delivery through case management and public policy by presenting current legislative issues and their affect on both health care reimbursement and the application of care at the patient level Presents the insights experiences and advice of nursing administrators who have researched and successfully implemented nursing case management programs in various facilities

Introduction to Care Coordination and Nursing Management Laura J. Fero,Charlotte Anne Herrick,Jie Hu (Ph. D.),2011 Introduction to Care Coordination and Nursing Management is an introduction and overview of nursing case management across the health care continuum It covers topics that address health care management in the hospital as well the community such as Congregational Nursing and introduces the student to being a potential private practitioner touching on entrepreneurship consultation and marketing Each chapter includes discussion questions and short assignments to help students learn

Leading and Managing in Nursing - Revised Reprint Patricia S. Yoder-Wise,2013-01-01 Leading and Managing in Nursing 5th Edition Revised Reprint by Patricia Yoder Wise successfully blends evidence based guidelines with

practical application This revised reprint has been updated to prepare you for the nursing leadership issues of today and tomorrow providing just the right amount of information to equip you with the tools you need to succeed on the NCLEX and in practice Content is organized around the issues that are central to the success of professional nurses in today's constantly changing healthcare environment including patient safety workplace violence consumer relationships cultural diversity resource management and many more apt for all nursing students and nurses who are working towards being in charge and management roles Reviewed by Jane Brown on behalf of Nursing Times October 2015 Merges theory research and practical application for an innovative approach to nursing leadership and management Practical evidence based approach to today's key issues includes patient safety workplace violence team collaboration delegation managing quality and risk staff education supervision and managing costs and budgets Easy to find boxes a full color design and new photos highlight key information for quick reference and effective study Research and Literature Perspective boxes summarize timely articles of interest helping you apply current research to evidence based practice Critical thinking questions in every chapter challenge you to think critically about chapter concepts and apply them to real life situations Chapter Checklists provide a quick review and study guide to the key ideas in each chapter theory boxes with pertinent theoretical concepts a glossary of key terms and definitions and bulleted lists for applying key content to practice NEW Three new chapters Safe Care The Core of Leading and Managing Leading Change and Thriving for the Future emphasize QSEN competencies and patient safety and provide new information on strategies for leading change and what the future holds for leaders and managers in the nursing profession UPDATED Fresh content and updated references are incorporated into many chapters including Leading Managing and Following Selecting Developing and Evaluating Staff Strategic Planning Goal Setting and Marketing Building Teams Through Communication and Partnerships and Conflict The Cutting Edge of Change Need to Know Now bulleted lists of critical points help you focus on essential research based information in your transition to the workforce Current research examples in The Evidence boxes at the end of each chapter illustrate how to apply research to practice Revised Challenge and Solutions case scenarios present real life leadership and management issues you'll likely face in today's health care environment

Leading and Managing in Nursing - E-Book Patricia S. Yoder-Wise, 2013-08-13 Leading and Managing in Nursing 5th Edition by Patricia Yoder Wise successfully blends evidence based guidelines with practical application The new edition is designed to prepare you for the nursing leadership issues of today and tomorrow providing just the right amount of information to equip you with the tools you need to succeed on the NCLEX and in practice This thoroughly updated edition is organized around the issues that are central to the success of professional nurses in today's constantly changing healthcare environment including patient safety workplace violence consumer relationships cultural diversity resource management and many more Merges theory research and practical application for an innovative approach to nursing leadership and management Offers a practical evidence based approach to today's key issues including patient safety

workplace violence team collaboration delegation managing quality and risk staff education supervision and managing costs and budgets Features easy to find boxes a full color design and new photos that highlight key information for quick reference and effective study Research and Literature Perspective boxes summarize timely articles of interest helping you apply current research to evidence based practice Includes critical thinking questions in every chapter challenging you to think critically about chapter concepts and apply them to real life situations Provides Chapter Checklists for a quick review and study guide to the key ideas in each chapter theory boxes with pertinent theoretical concepts a glossary of key terms and definitions and bulleted lists for applying key content to practice Features new chapters on Patient Safety and Workplace Violence illustrating the nurse manager s role in ensuring patient and worker safety Includes Need to Know Now bulleted lists of critical points that help you focus on essential research based information in your transition to the workforce Gives current research examples in The Evidence boxes at the end of each chapter illustrating how to apply research to practice Provides caserevised Challenge and Solutions case scenarios of real life leadership and management issues giving you contemporary scenarios covering current issues in nursing leadership and management

CMSA Core Curriculum for Case Management Hussein M. Tahan, Teresa M. Treiger, 2016-07-05 The fully updated CMSA Core Curriculum for Case Management 3rd edition is the definitive roadmap to an informed effective collaborative case management practice This comprehensive expertly written guide provides those directly or indirectly involved in case management with information about best practices descriptions of key terms essential skills and tools that fulfill the current Case Management Society of America s CMSA standards and requirements Addressing the full spectrum of healthcare professional roles and environments this is both a crucial certification study guide and vital clinical resource for the case management professionals in all specialty areas from students to veteran case managers This unique resource provides the core knowledge needed for safe cost effective case management with the following features NEW text boxes highlighting key information and vital practices in each chapter NEW and updated Standards of Practice implications in each chapter NEW and updated content on transitions of care community based care care coordination Value Based Purchasing ethics and social media the impacts of health care reform and digital technology NEW and updated content on accreditation in case management NEW chapter that lists key additional resources by topic Official publication of the Case Management Society of America connecting CMSA core curriculum to current CMSA Standards of Practice Easy to grasp detailed topical outline format for quick scan of topics Complete updated core knowledge required of case managers with expert descriptions and direction on areas including Case management roles functions tools and processes Plans clinical pathways and use of technology Transitional planning Utilization management and resource management Leadership skills and concepts Quality and outcomes management legal and ethical issues Education training and certification Health care insurance benefits and reimbursement systems Practice settings and throughput Interdisciplinary teams needs in hospitals community clinics private practice acute care home care

long term care and rehab settings palliative care and hospice settings Up to date guidance on case management specialty practices including nursing life care planning workers compensation disability management care of the elderly behavioral health transitions of care subacute and long term care utilization review management primary care and medical health home and more Essential content for academic reference training certification study case management models design performance or program evaluation **Leading and Managing in Nursing - Revised Reprint - E-Book** Patricia S.

Yoder-Wise,2013-10-17 Leading and Managing in Nursing 5th Edition Revised Reprint by Patricia Yoder Wise successfully blends evidence based guidelines with practical application This revised reprint has been updated to prepare you for the nursing leadership issues of today and tomorrow providing just the right amount of information to equip you with the tools you need to succeed on the NCLEX and in practice Content is organized around the issues that are central to the success of professional nurses in today s constantly changing healthcare environment including patient safety workplace violence consumer relationships cultural diversity resource management and many more apt for all nursing students and nurses who are working towards being in charge and management roles Reviewed by Jane Brown on behalf of Nursing Times October 2015 Merges theory research and practical application for an innovative approach to nursing leadership and management Practical evidence based approach to today s key issues includes patient safety workplace violence team collaboration delegation managing quality and risk staff education supervision and managing costs and budgets Easy to find boxes a full color design and new photos highlight key information for quick reference and effective study Research and Literature Perspective boxes summarize timely articles of interest helping you apply current research to evidence based practice Critical thinking questions in every chapter challenge you to think critically about chapter concepts and apply them to real life situations Chapter Checklists provide a quick review and study guide to the key ideas in each chapter theory boxes with pertinent theoretical concepts a glossary of key terms and definitions and bulleted lists for applying key content to practice NEW Three new chapters Safe Care The Core of Leading and Managing Leading Change and Thriving for the Future emphasize QSEN competencies and patient safety and provide new information on strategies for leading change and what the future holds for leaders and managers in the nursing profession UPDATED Fresh content and updated references are incorporated into many chapters including Leading Managing and Following Selecting Developing and Evaluating Staff Strategic Planning Goal Setting and Marketing Building Teams Through Communication and Partnerships and Conflict The Cutting Edge of Change Need to Know Now bulleted lists of critical points help you focus on essential research based information in your transition to the workforce Current research examples in The Evidence boxes at the end of each chapter illustrate how to apply research to practice Revised Challenge and Solutions case scenarios present real life leadership and management issues you ll likely face in today s health care environment **CMSA Core Curriculum for Case**

Management ,2008 This text contains the core body of knowledge for case management practice as delineated by the Case

Management Society of America CMSA the largest professional organization of case managers The core curriculum provides a synthesis of case management evolution and presents essential elements concepts and vision for current and future case management practice This edition is significantly expanded to reflect the dynamic changes taking place in case management Each chapter is organized in a consistent format that includes learning objectives introduction important terms and concepts key definitions and references

Rehabilitation Nursing Shirley P. Hoeman, 2008-01-01 Providing a solid foundation of concepts and principles this book maintains the fundamental focus of rehabilitation nursing holistic care of the rehabilitation client to achieve maximum potential outcomes in functional and lifestyle independence

Health Care Financial Management for Nurse Managers Janne Dunham-Taylor, Joseph Z. Pinczuk, 2005 Enhances the financial skills that nurse managers and administrators need to navigate the health care system and the varying reimbursement issues facing different health care settings

An Introduction to Hospitals and Inpatient Care Saeid Mirafzali, MD, Janice Foust, PhD, RN, Eugenia L. Siegler, MD, FACP, 2003-02-01 This book offers an overview of key elements of the hospital its structure administration and its functioning Students and new clinicians may be so focused on mastering specific clinical skills that they have little time to observe or question the whole process of care This book looks beyond acute disease to the environment of care how it works how it doesn't work and how it might improve Issues discussed include understanding and communicating with families the basics of hospital finance how dangerous hospitalization can be to the elderly and how to minimize errors Medical students and residents advanced practice nurses and physician's assistants are among the many potential readers for this book

Healthcare Management Volker Eric Amelung, 2019-10-10 This textbook on Healthcare Management provides a systematic and comprehensive overview of the organisational forms and management instruments implemented in managed care Within the international discussion on the structure of healthcare systems managed care is an increasingly important topic Over more than twenty years managed care approaches have fundamentally influenced healthcare systems in terms of patient orientation efficiency and quality Experts assume that up to 20% of healthcare expenses can be saved by applying high quality managed care approaches By using suitable organisational forms and management principles not only can costs be reduced but the quality of medical service provision can be augmented Managed care is therefore much more than a cost cutting strategy Advocates consider managed care to be a logical and necessary developmental step in modern healthcare systems An increase in quality and at the same time a reduction of costs is not seen as contradictory but rather as consistent Therefore managed care is a response to changed challenges in the provision of healthcare

Health Care Quality Management Thomas K. Ross, 2014-01-07 In today's challenging health care environment health care organizations are faced with improving patient outcomes redesigning business processes and executing quality and risk management initiatives Health Care Quality Management offers an introduction to the field and practice of quality management and reveals the best practices and strategies health care organizations can adopt to improve patient outcomes and program

quality Filled with illustrative case studies that show how business processes can be restructured to achieve improvements in quality risk reduction and other key business results and outcomes Clearly demonstrates how to effectively use process analysis tools to identify issues and causes select corrective actions and monitor implemented solutions Includes vital information on the use of statistical process control to monitor system performance variables and outcomes attributes Also contains multiple data sets that can be used to practice the skills and tools discussed and reviews examples of where and how the tools have been applied in health care Provides information on root cause analysis and failure mode effects analysis and offers as discussion the clinical tools and applications that are used to improve patient care By emphasizing the tools of statistics and information technology this book teaches future health care professionals how to identify opportunities for quality improvement and use the tools to make those improvements *Advanced Practice Nursing* Lucille A. Joel, 2022-02-01 The 5th Edition of an AJN Book of the Year Award Winner Survive and thrive as an APN Meet all the challenges of professional practice whatever your specialty or environment Noted nursing professionals and educators explore all of the non clinical roles and responsibilities of an Advanced Practice Nurse and chart a course that enables you to meet them successfully You ll follow the evolution of the APN s role from a historical perspective to the present and examine the issues and challenges you ll encounter in the future Access more online Redeem the code inside new printed texts to gain access to 26 learning exercises and reference resources Updated Revised Expanded Thoroughly reviewed to reflect advanced practice today New Learning exercises to engage students and promote active learning New Expanded Coverage Difference between a PhD dissertation and the DNP Scholarly Project as the terminal requirement for the DNP degree Availability requirements for internships externships and residencies and the differences among them The status of nurses and nursing education across the globe especially in countries where the APN role is expanding Recent gains changes in securing prescriptive authority and the influence of the consensus model and the multi state compact The impact of Accountable Care Organizations ACOs Medical Homes and similar organizations on multidisciplinary practice The role of the APN as patient advocate and the role of the patient as decision maker Cultivated intuition as the backbone of case management and the role of case management in Accountable Care Organizations ACOs and Medical Homes The role of the nurse as coach Update to interventions including aromatherapy guided imagery acupressure acupuncture yoga Taiichi reiki and therapeutic touch and their relationship to regulated nursing practice and the consensus model Covers all APN specialties including nurse educator and nurse administrator Provides the foundational content for all advanced practice nursing students in a course on professional role development Presents practical information balanced with theory Addresses important topics including evidence based practice the mechanics of teaching applying the concepts of role theory serving culturally diverse clients and effective business practices Links content to the AACN NONPF core curriculum recommendations Features figures tables and boxes to make reference easier **A Case Manager's Study Guide** Denise Fattorusso, Campion Quinn, 2004 This is the

most comprehensive print and electronic combination study guide case management certification It contains the most up to date information assures a uniform base knowledge for the successful case manager and provides study questions and practice exams to help you assess your skills and needs 101 Social Work Clinical Techniques Francis J. Turner,William Rowe,2013-05-08 The purpose of the book is to enhance the concept of Technique in the teaching and practice of Social Work Over the years Technique has not been stressed as a part of practice even though the actual practice of Social Work consists of the utilization of techniques in addition to theory and the process of assessment and diagnosis The book seeks to achieve its goal in four ways It addresses the way the concept of Tchnique has or has not been used over the years It addresses the need for a clear definition of technique It analysis the qualities that Technique should have at this point in our history of clinical practice It then formulates and presents a definition of technique for our thesis based on this definition It then presents a brief discussion of 101 Techniques discussed in contemporary literature by discussing each one s place in practice a bit about its history and necessary knowledge skills to use responsibly It addresses the latter by grouping a level of risk involved in its utilization Advanced Practice in Healthcare Carol Cox,Marie Hill,Victoria Lack,2013-06-17 Advanced Practice in Healthcare outlines the key components of advanced practice in which healthcare professionals are engaged With a clear skills focus it explores issues critical to providing effective enhanced care to patients whilst managing and negotiating the complexities of the healthcare delivery system Perspectives on advanced practice are illuminated throughout the text and are designed to promote the formation of new thinking in relation to practice education and research The text is comprised of three sections that address different aspects of advanced practice and these in turn Provide guidance on the development of clinical skills including consultation clinical decision making holistic care and the role of care planning in advanced practice Explain management skills and how to manage negotiate and monitor the complexities of the healthcare system in order to ensure the delivery of quality patient care Clarify the professional role of the advanced practice clinician and how implementation of the role can improve the delivery of patient care In each chapter activities are presented that assist in the development implementation and extension of advanced level practice This text is especially relevant to nurses midwives and allied health professionals practising within primary and secondary care who wish to advance their practice or clarify their roles within the context of advanced practice particularly those undertaking masters level study *Public Health Nursing - E-Book* Marcia Stanhope,Jeanette Lancaster,2014-07-21 Now in its 8th edition the gold standard in community health nursing provides comprehensive and up to date content to keep you at the forefront of the ever changing community health climate and prepare you for an effective nursing career In addition to a solid foundation in concepts and interventions for individuals families and communities you will find real life applications of the public nurse s role Healthy People 2020 initiatives new chapters on forensics and genomics plus timely coverage of disaster management and important client populations such as pregnant teens the homeless immigrants and more Evidence Based Practice boxes illustrate how the

latest research findings apply to public community health nursing Separate chapters on disease outbreak investigation and disaster management describe the nurse's role in surveilling public health and managing these types of threats to public health Separate unit on the public community health nurse's role describes the different roles and functions of the public community health nurse within the community Levels of Prevention boxes show how community public health nurses deliver health care interventions at the primary secondary and tertiary levels of prevention What Do You Think Did You Know and How To boxes use practical examples and critical thinking exercises to illustrate chapter content The Cutting Edge highlights significant issues and new approaches to community oriented nursing practice Practice Application provides case studies with critical thinking questions Separate chapters on community health initiatives thoroughly describe different approaches to promoting health among populations Appendixes offer additional resources and key information such as screening and assessment tools and clinical practice guidelines Linking Content to Practice boxes provide real life applications for chapter content NEW Healthy People 2020 feature boxes highlight the goals and objectives for promoting health and wellness over the next decade NEW The Nurse in Forensics chapter focuses on the unique role of forensic nurses in public health and safety interpersonal violence mass violence and disasters NEW Genomics in Public Health Nursing chapter includes a history of genetics and genomics and their impact on public community health nursing care

Public Health Nursing - Revised Reprint Marcia Stanhope, Jeanette Lancaster, 2013-10-15 This Revised Reprint of our 8th edition the gold standard in community health nursing Public Health Nursing Population Centered Health Care in the Community has been updated with a new Quality and Safety Education in Nursing QSEN appendix that features examples of incorporating knowledge skills and attitudes to improve quality and safety in community public health nursing practice As with the previous version this text provides comprehensive and up to date content to keep you at the forefront of the ever changing community health climate and prepare you for an effective nursing career In addition to concepts and interventions for individuals families and communities this text also incorporates real life applications of the public nurse's role Healthy People 2020 initiatives new chapters on forensics and genomics plus timely coverage of disaster management and important client populations such as pregnant teens the homeless immigrants and more Evidence Based Practice boxes illustrate how the latest research findings apply to public community health nursing Separate chapters on disease outbreak investigation and disaster management describe the nurse's role in surveilling public health and managing these types of threats to public health Separate unit on the public community health nurse's role describes the different functions of the public community health nurse within the community Levels of Prevention boxes show how community public health nurses deliver health care interventions at the primary secondary and tertiary levels of prevention What Do You Think Did You Know and How To boxes use practical examples and critical thinking exercises to illustrate chapter content The Cutting Edge highlights significant issues and new approaches to community oriented nursing practice Practice Application provides case studies with critical thinking

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Leadership and Nursing Care Management Diane Huber, 2013-09-24 Research Notes in each chapter summarize relevant nursing leadership and management studies and show how research findings can be applied in practice Leadership and Management Behavior boxes in each chapter highlight the performance and conduct expected of nurse leaders managers and executives Leading and Managing Defined boxes in each chapter list key terminology related to leadership and management and their definitions Case Studies at the end of each chapter present real world leadership and management situations and illustrate how key chapter concepts can be applied to actual practice Critical Thinking Questions at the end of each chapter present clinical situations followed by critical thinking questions that allow you to reflect on chapter content critically analyze the information and apply it to the situation A new Patient Acuity chapter uses evidence based tools to discuss how patient acuity measurement can be done in ways that are specific to nursing A reader friendly format breaks key content into easy to scan bulleted lists Chapters are divided according to the AONE competencies for nurse leaders managers and executives Practical Tips boxes highlight useful strategies for applying leadership and management skills to practice

COLLABORATE(R) for Professional Case Management Teresa Treiger, Ellen Fink-Samnick, 2015-04-15 This book is about the progressive improvement of case management beyond that which it exists to that of a practice specialty focused on professionalism and collegiality across all practice settings Our desire to produce a framework for such practice began when we connected several years ago It was a result of a dialogue the sharing of our stories and experiences Separately we were already passionate about and committed to case management excellence Together our vision coalesced to form this competency based framework for advancing case management captured by an acronym which defined the essence of professional practice COLLABORATE We spent hours discussing the implications of a perceived epidemic involving less than productive interactions between individuals working under the title of case manager with consumers providers and clinical colleagues These accumulated experiences heightened our commitment to lead much needed change Our conversation endured over many months as we realized a shared Respect for case management s rich heritage in healthcare across professional disciplines and practice settings Concern for those factors

which devalue case management's professional standing Agreement that while the practice of case management transcends many representative professional disciplines and educational levels each stakeholder continues to cling to their respective stake in the ground and Belief of the importance for case management to move from advanced practice to profession once and for all COLLABORATE was borne from a vision the mandate to solidify a foundation for case management practice which combines unique action oriented competencies transcends professional disciplines crosses over practice settings and recognizes educational levels The ultimate focus is on improving the client's health care experience through the promotion of effective transdisciplinary collaboration COLLABORATE recognizes the hierarchy of competencies and practice behaviors defined by the educational levels of all professionals engaged associate bachelors masters and doctoral degrees across practice disciplines Through this approach every qualified health and human service professional has a valued place setting at case management's ever expanding table Each of the competencies are presented as mutually exclusive and uniquely defined however all are complementary and call on the practitioner to conduct work processes in a wholly integrated manner While appearing in order for the acronym's sake they are not necessarily sequential Ultimately case management is an iterative process When united in a comprehensive and strategic effort the COLLABORATE competencies comprise a purpose driven powerful case management paradigm The agility of this model extends to use of key concepts that include both action oriented verbs and nouns which are significant elements in any professional case management endeavor To date case management practice models have been driven by care setting and or business priorities Unfortunately this exclusivity has contributed to a lack of practice consistency due to shifting organizational and regulatory priorities However this is only one reason for a fragmented case management identity COLLABORATE recognizes and leverages these important influencers as critical to successful practice and quality client outcomes Interprofessional education and teamwork are beginning to emerge as the means to facilitate relationship building in the workplace Through this approach health care practitioners absorb the theoretical underpinning of intentionally work together in a mutually respectful manner which acknowledges the value of expertise of each care team stakeholder This educational approach provides the opportunity to engage in clinical practice that incorporates the professional standards to which we hold ourselves accountable Innovative and emerging care coordination models defined by evidence based initiatives appear across the industry Each promotes attention to interprofessional practice in order to achieve quality patient centered care Herein lies an opportunity to demonstrate the value drawn from diverse expertise of case managers comprising the collective workforce However a critical prefacing stage of this endeavor involves defining a core practice paradigm highlighting case management as a profession The diverse and complex nature of population health mandates that case management intervene from an interprofessional and collaborative stance While inherent value is derived from the variety of disciplines this advanced model unifies case management's unique identity Now is the time to define and adopt a competence based model for professional case management COLLABORATE

provides this framework This text is presented in four sections Section 1 Historical validation of why this practice paradigm is critical for case management to advance to a profession Section 2 Presentation of the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements Section 3 Practical application of the book's content for use by the individual case manager and at the organizational level and The Epilogue Summarizes the COLLABORATE approach in a forward looking context For the reader with limited time reviewing Section 2 provides the substantive meat associated with each of the competencies Our ultimate desire is that the COLLABORATE approach provides an impetus for all stakeholders e g practitioners educational institutions professional organizations to take the necessary steps toward unified practice in order to facilitate the transition of case management considered as a task driven job to its recognition as being a purpose driven profession The book provides a historical validation of why this new practice paradigm is critical for case management to advance as a profession presents the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements and covers the practical application of the book's content by individual case managers and at the organizational level

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