



National
REGISTERED NURSE CASE MANAGER
Training Center

Contemporary RN Case Manager Certificate Program™

Program Overview

ABOUT THE PROGRAM

Contemporary RN Case Managers focus on improving the health of chronically ill people and populations at risk for poor health outcomes while assuring high quality care and lower costs. Many of these jobs place the RN in primary or specialty medical clinics or other community-based care sites, as well as in acute and long-term care. RN case managers assure best care during care transitions across settings and among varied providers. Contemporary case manager roles include involvement in direct patient care, practicing as a member of the patient's care team, generating a nursing care plan in partnership with the patient, and using technology and behavioral health strategies to help patients accomplish their health objectives while providing ongoing assessment and medication management.

While basic principles of care coordination are incorporated into nursing education, Registered Nurses, as well as employers, have commonly relied on "on the job training" to develop care coordination and case management skills within healthcare organizations. In the face of the U.S. healthcare transformation, relying on "on the job training" when asking RNs to fill Contemporary RN Case Manager and Advanced Care Coordination roles risks the success of both the nurse and the healthcare organization.

Nurses enrolled in the contemporary RN Case Manager Certificate Program will acquire the essential knowledge and skills needed to fill emerging roles and be prepared to practice to their full potential as members of a multidisciplinary health care team.

Program content bridges health policy and evidence with Contemporary RN Case Manager professional role development and emphasizes patient-centered application in clinical practice.

OVERVIEW OF PROGRAM CONTENT

This Program emphasizes initiatives, innovations and resources to improve care delivery for patients with complex care needs including older adults.

Section 1:

FUNDAMENTALS OF CONTEMPORARY RN CASE MANAGERS I

- Traditional to Contemporary RN Case Manager Roles
- U.S. Healthcare Systems
- Financing & Paying for Health Care
- Primary Care & Patient Centered Medical Home

Section 2:

FUNDAMENTALS OF CONTEMPORARY RN CASE MANAGERS II

- Acute Care Transitions
- Power of Nursing: Practice to Potential
- Quality in Practice
- Patient Centered Care Management

Section 3:

CONTEMPORARY RNCM in PRACTICE I

- Emerging Technologies in Healthcare
- Patient Engagement & the Health of Populations
- Health Behavior Change Strategies
- Long Term Care Services and Supports

Section 4:

CONTEMPORARY RNCMs in PRACTICE II

- Family Caregiver Support
- RNCM Leadership
- RNCM Assessment & Care Planning
- Home Visiting
- Medication Management
- RNCM Resources

WHO SHOULD ENROLL

- Registered Nurses with care coordination or case management experience, whether certified or not, who need to expand practices to include Contemporary RNCM knowledge and skills.
- Registered Nurses new to RN Case Management, care management or care coordination.
- Registered Nurses who are responsible for supervision, program development or leadership of RN Case Manager/Care Coordinators.
- Registered Nurses working in positions to advance coordination of care across patient settings including: primary care, community-based outpatient clinics, specialty clinics and services, acute, (ED, discharge planning and transitional care), telehealth, home health, LTSS (Assisted Living, skilled nursing facilities, nursing homes) and hospice.
- Advanced Practice Registered Nurses pursuing care coordination knowledge for work with RN case managers in Accountable Care Organizations and Patient Centered Medical Homes, transitional care and/or leadership roles.

PRACTICE OUTCOMES:

Registered Nurses who successfully complete this Program will be able to:

1. Demonstrate the essential knowledge and skills needed to fill emerging roles in case management, care management and care coordination across healthcare and community settings.
2. Practice to their full potential as a member of a multidisciplinary healthcare team.
3. Confidently perform and implement RN Case Manager and Advanced Care Coordination roles in practice.
4. Meet CE eligibility requirements for specialty credentialing through ANCC, the American Nurses Credentialing Center, and for recertification with ANCC and CCMC, the Commission for Case Manager Certification.

LEARNING OPTIONS:

Scheduled Class and Online Independent Study learning options are available.

Scheduled Class: This fulltime online learning option is paired with blended faculty instruction and designed to be completed in 30 days. With this learning format, participants complete each of the 4 Sections of the Contemporary RNCM Certificate Program online and may virtually attend weekly facilitated faculty discussions.

Online: Our faculty guided online learning options are designed to be completed independently following the course sequencing and faculty prompts embedded in the recorded lectures. Online enrollment is continuously available and learning is accomplished by completing lectures and learning activities posted to our online classroom. Our Enroll & Begin option is designed to be completed in 60 days while the Pay as You Go option offers a tuition payment plan.

Details about our learning options including Program Syllabus & Schedules are posted on the Courses Page of our website.

PROGRAM STRUCTURE

Regardless of which learning option selected, this program is designed to be engaging and “user” friendly. Through use of our online classroom, content is delivered using a variety of learning activities that include faculty lecture, videos, selected readings, and resources.

All materials are posted by topic. Topics are posted sequentially to build on each content area covered. Each topic contains various learning activities, articles, and resources selected to reinforce key topic concepts. Upon completion of each topic, participants take a short quiz to self-assess understanding of the topic content. Following completion of the quiz, the next topic becomes available for you to open and begin.

Although we do not grade work completed in the program, we do monitor progress and completion status. It is expected that as adult learners, participants are self-motivated and will thoughtfully complete the course learning activities.

SUCCESSFUL COMPLETION

Completion of the assignments, learning activities, quizzes and Course Evaluation demonstrates successful completion of the *Contemporary RN Case Manager Certificate Program* and is required for 32 CE hours and the Certificate of Completion to be awarded.

CERTIFICATE OF COMPLETION

Certificate education is a well-established nursing education strategy used when practicing nurses need to acquire specialized knowledge quickly and efficiently to better care for patients. In this program of study, participants demonstrate mastery of a specific body of knowledge over a specified period of time. Upon successful completion of the program, a Certificate of Completion is awarded, demonstrating this knowledge, and building on your nursing degree.

CONTINUING EDUCATION

This continuing nursing education activity was approved by the Wisconsin Nurses Association, an accredited approver by the **American Nurses Credentialing Center’s Commission on Accreditation (ANCC)**. Up to 32 contact hours are awarded for successful completion.

Blended/Live Approval #: WICEAP-0182A
Online Approval #: WICEAP-0182B.

National RNCM Continuing Education courses are ANCC approved for use in all U.S. States and territories.

BOARD CERTIFICATION

Board Certification is a quality indicator for demonstrating experience, knowledge, and competence as a case manager. Board certification as a Case Manager is awarded after successfully passing a national exam to acquire credentialing that reflects this specialty certification. Practice experience is required prior to eligibility to test for national board certification. Additional eligibility varies by organization. Completion of this program addresses the education standards needed to expand traditional care coordination and case management roles in direct practice and in leadership and management.

TECHNOLOGY NEEDED

To ensure success, experience with computers and technology is recommended. Comfort with the use of various computer programs including Microsoft Word and PowerPoint as well as Internet browsing to access web-based resources will be needed.

We recommend the following to connect to our eLearning platform and access our online classroom:

Operating System:

Current Windows or MAC OS System

Software:

A current version of Microsoft Office or compatible productivity suite.

Browser:

Chrome or Mozilla Firefox work best. You can also access with a current version of other browsers although they may respond a bit more slowly.

Virus Protection:

An updated version of virus protection is recommended.

Email:

An email address to receive access and program information is required. If providing a work email, please be sure we are on your approved sender list. Many employers block email messages from outside sources.

TECHNOLOGY SUPPORT

The National RNCM Training Center provides administrative support to ensure continuous course access following enrollment.

Participants are responsible for addressing their own technology questions/issues.

PROGRAM FACULTY

Lead Faculty and Co-Directors of the National RN Case Manager Training Center, Mary Jo Borden and Kelly Kruse Nelles, have over 60 years of combined experience in nursing education, curriculum development and clinical practice. They bring their skills in nursing role development founded in the nurse practitioner movement to shape new and emerging Contemporary RN Case Manager/Care Coordination roles.

Mary Jo Borden RN, APRN-BC, CCM, MSN

25 years of experience as a nurse educator and clinical preceptor. Nurse Practitioner for 40 years. Developed innovative undergraduate and graduate nursing curricula that include course work specific to nursing role development, patient centered primary care, assessment and documentation, nursing and health policy, nursing history and ethics. Developed direct care innovative practice models, including linking primary care with case management for frail elders and high risk prenatal patients in the 1990s. Worked extensively with state nurses associations on policy analysis and development. Over 15 years practice and knowledge expertise in case management/care coordination and certified by the Commission for Case Manager Certification.

Kelly Kruse Nelles RN, APRN-BC, MS

30 years of experience as a Nurse Practitioner providing nursing care, clinical management, practice model implementation, academic and clinical education across practice settings that have included primary care, community, rural and long-term care. Over 20 years of academic teaching experience at both the undergraduate and graduate level having developed and taught courses specific to role development, systems, and clinical management. For the past 10 years expanded advanced practice role to include care coordination and case management of frail elders living in community and long-term care settings. Nurse leader, national speaker and experienced clinical practice consultant committed to innovation in nursing practice and improving healthcare delivery systems for patients.

PROGRAM TUITION

\$1050.00/participant

Tuition includes faculty instruction and access to the online classroom where learning activities are completed and a resource set accompanying each topic may be downloaded. In addition, graduates of the *Contemporary RN Case Manager Certificate Program* have access to ongoing support through our Graduates Center which includes a Resource Library, Practice Toolkit, and Supplemental content to support RNCM practice implementation.

REGISTRATION

Participants may register and submit credit card payment online at: www.nationalrncm.com. Click on the Register button located with the course option you are selecting. Secured payment is managed through Stripe Online Payment Processing. You will receive a payment confirmation at the email address you provide on your registration form.

Registration is complete when the registration form and payment have been received. Confirmation will be sent to the email address you provided on the registration form. To ensure you receive email communication, we recommend you use a personal rather than work email address as many employers block outside emails.

SUBSTITUTIONS

The participant registered for the course must be the one attending and completing the program. No substitutions will be made for participants who are unable to complete the program.

REFUND/CANCELLATION POLICY

If you have registered but not accessed the eLearning platform and program content a full refund minus a 20% electronic/administrative processing fee will be refunded. The National RN Case Manager Training Center will issue a refund check of the adjusted amount. Processing may take 10-15 days.

Cancellation requests must be received in writing prior to beginning the course. *Once you have accessed the eLearning classroom no cancellations or refunds will be made.*

Cancellation notices should be sent to:

kelly.kruse@nationalrncm.com.

In situations where there are unforeseen circumstances beyond the control of the National RN Case Manager Training Center faculty and the course must be cancelled, participants will be notified as soon as possible and offered an alternative learning option or a full refund. The National RN Case Manager Training Center is not responsible for any non-refundable travel and/or other expenses incurred by the participant.

For questions, to arrange to pay tuition by check or to request documents for employer tuition reimbursement

CONTACT

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