



National RN Case Manager Certificate Program

Program Syllabus & Schedule

Pay As You Go Online Study

DESCRIPTION OF THE PROGRAM

The National RN Case Manager Certificate Program is designed to prepare Registered Nurses for new and emerging case manager, care manager, and advanced care coordination roles needed across the healthcare system. Nurses in these roles 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. Content in this Program bridges health policy and evidence with RN Case Manager professional role development and emphasizes patient-centered application in clinical practice.

SUMMARY OF PRACTICE OUTCOMES

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

1. Demonstrate essential knowledge needed to perform emerging roles in case management, care management and care coordination across healthcare settings.
2. Utilize evidence based strategies consistent with national initiatives designed to ensure patient centered care delivery, address social determinants of health, and support health equity.
3. Use new knowledge to implement RN Case Manager and Advanced Care Coordination role development into 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.

ABOUT THIS LEARNING FORMAT

This faculty guided online learning option is designed to be completed independently following the course sequencing and faculty prompts embedded in the recorded lectures. Learning is accomplished by completing lectures and learning activities posted to the online classroom. Our Pay As You Go option allows participants who wish to break apart their tuition to enroll and pay for one section of the Program at a time. Participants have 30 days from the date of enrollment to complete the section. All 4 sections need to be completed within 1 year of starting the Program.

SUCCESSFUL COMPLETION

Completion of the program's lectures, learning activities and course evaluation demonstrates successful completion of the **National RN Case Manager Certificate Program** and is required for 32 continuing education (CE) hours to be awarded.

Different from a workshop or conference, a certificate program 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.

This continuing nursing professional development activity was approved by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). WNA CEAP Approval Number: WICEAP-0265.

Nursing contact hours must be completed by JULY 1, 2024. No certificates will be issued after this date.

TEXTBOOKS

Because this Program is taught in "real time" there is no textbook. Instead, you will find a selected set of downloadable Resources posted with each topic of the Program. Whenever possible we try to provide a pdf document that can be easily downloaded. Sometimes we much rely on a weblink which occasionally is not working or does not open. While the faculty check to ensure that links are open and working prior to the start of the Program, these "real time" resources can be changed by the site/link owner at any time. If this happens, please let us know so we can respond but also use your own skills by accessing an internet search engine using the title provided to see if you can locate the resource more immediately by yourself.

While all resources posted may not fit every RNCM practice, participants are encouraged to review the posted Resources and download those that have meaning for your practice. Also, check back from time to time as materials for this course may be added or changed in response to what is happening in the healthcare landscape, or a new resource becomes available.



PROGRAM SCHEDULE

Section 1: FOUNDATIONS OF RNCM ROLE DEVELOPMENT I

8 CE

Complete the following Topics within 30 days of enrolling in this Section:

- Emerging Roles & RNCM Practice (2 Hrs.)
- Health Policy Driving System Changes & Access to Care (2 Hrs.)
- Health Insurance & Payment (2 Hrs.)
- Improving Health Outcomes for Populations (2 Hrs.)

When you are ready to proceed to Section 2 of the Program, log into your Course Page and click on Section 2 in the right hand column to enroll and continue.

Section 2: FOUNDATIONS OF RNCM ROLE DEVELOPMENT II

8 CE

Complete the following Topics within 30 days of enrolling in this Section:

- Effective Use of Technology in RNCM Practice (2 Hrs.)
- Principles of Patient Centered Care & the RNCM Role (2 Hrs.)
- Partnering with High Need Patients (2 Hrs.)
- RNCM Role in Safe, Effective Care Transitions (2 Hrs.)

When you are ready to proceed to Section 3 of the Program, log into your Course Page and click on Section 3 in the right hand column to enroll in Section 3 and continue.

Section 3: PATIENT CENTERED RNCM PRACTICE I

8 CE

Complete the following Topics within 30 days of enrolling in this Section:

- RNCM Patient Engagement & Self-Management Support (2 Hrs.)
- RNCM Tools for Health Behavior Change (2 Hrs.)
- RNCM Communication, Advocacy & Care Planning (2 Hrs.)
- RNCM Role in Primary Care (2 Hrs.)

When you are ready to proceed to Section 4 of the Program, log into your Course Page and click on Section 4 in the right hand column to enroll and continue.



Section 4: PATIENT CENTERED RNCM PRACTICE II

8 CE

Complete the following Topics within 30 days of enrolling in this Section:

- Partnering Effectively with Caregivers (2 Hrs.)
- Advancing Care Coordination: RNCM Networking & Resources (2 Hrs.)
- RNCM Role in Long Term Care (2 Hrs.)
- RNCM Leadership in Team Based Care (2 Hrs.)

Complete the Final Activities:

- ___ Complete the Program Evaluation
- ___ Download your Continuing Education Documents
- ___ Download your Certificate of Completion

PROGRAM FACULTY

Kelly Kruse Nelles MS RN APRN-BC
Director and Lead Faculty
National RN Case Manager Certificate Program

A leader in RNCM education, Kelly has been preparing nurses for new and emerging case manager, care manager and care coordinator roles since the passage of the Affordable Care Act in 2010. Focused on improving health outcomes in the patient populations they are partnered with, these nurses are now practicing throughout the U.S. Healthcare system including the Veterans Health Administration and Indian Health Service in acute, primary, public health and long term care settings.

Building on her RNCM experiences in public health, community and primary care, Kelly's own practice includes care coordination and case management of older adults living in community and long-term care settings. She brings more than thirty years of experience as a Nurse Practitioner providing nursing care, clinical management, practice model implementation, academic and clinical education across multiple practice settings including primary care, community, rural and long- term care. Her over 20 years of academic teaching experience at both the undergraduate and graduate level having developed and taught courses specific to role development, systems change, and clinical management have shaped her development of the National RN Case Manager Certificate Program.

Email: Kelly.kruse@nationalrn.com
Office: (608) 437-6035 CST
Mobile: (608) 212-6034 text preferred



COURSE ISSUES

Technology Support: The National RNCM Practice Development Center provides administrative support to ensure continuous course access following enrollment. Participants are responsible for addressing their own technology questions/issues.

For IT Assistance related to course access, please contact:

Heather Biederman

IT Administrator

National RN Practice Development Center LLC

Email: Heather@nationalrncm.com

Direct Line: (608) 737-9221

For Course Issues & Questions, please contact:

Kelly Kruse Nelles MS RN APRN-BC

Executive Director

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