



National RN Case Manager Certificate Program

Program Syllabus & Schedule

Scheduled Class Online/Blended 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 learning option combines online learning with virtual “touchpoint” discussion designed to reinforce important RNCM role development concepts. With this learning format, participants complete each of the 4 Sections of the Contemporary RNCM Certificate Program online and may attend virtual facilitated faculty discussion via zoom. Using the National RNCM learning platform, participants complete online content independently following the course sequencing and faculty prompts embedded in the recorded lectures. Learning is augmented by virtual faculty led discussion.

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

- 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.)

1 Hour Virtual Faculty Led Discussion – Date/Time TBA

Section 2: FOUNDATIONS OF RNCM ROLE DEVELOPMENT II

8 CE

- 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.)

1 Hour Virtual Faculty Led Discussion – Date/Time TBA

Section 3: PATIENT CENTERED RNCM PRACTICE I

8 CE

- 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.)

1 Hour Virtual Faculty Led Discussion – Date/Time TBA

Section 4: PATIENT CENTERED RNCM PRACTICE II

8 CE

- 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.)

1 Hour Virtual Faculty Led Discussion – Date/Time TBA

Complete the Final Activities:

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

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
National RN Practice Development Center LLC
Director and Lead Faculty
National RN Case Manager Certificate Program
Email: Kelly.kruse@nationalrn.com
Office: (608) 437-6035 CST
Mobile: (608) 212-6034 text preferred

