



Emergency Department Case Management, Second Edition: The Compendium of Best Practices

By HCPro a division of HCPro, Kathleen Walsh RN PhD, Karen Zander RN MS CMAC FAAN

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From defining goals, clarifying roles, and understanding the necessary knowledge and skills required, ***Emergency Department Case Management: The Compendium of Best Practices, Second Edition*** will ensure that ED case management staff have a solid and sustainable foundation in place.

After exploring models and reviewing emergency department infrastructure, *this compendium* will help readers outline key partnerships, present multiple options for case finding, tackle observation status accurately, address quality and evaluation issues, and identify ways ED RN case managers and social workers coordinate care for complex cases, such as pediatric, psychiatric, homeless, and uninsured populations.

In addition to many new tools, this book is also packed with more than 20 detailed spotlights and case studies discussing ED case management strategies, best practices, and experiences of ED professionals from across the country.

The new edition includes:

The presence of case management RNs and Social Workers in emergency departments (ED) has become a standard since the first edition of this text was published in 2007. Ever-expanding and changing regulations for EDs and hospitals have emerged, while best practices have evolved to address these challenges.

This new edition discusses these changes and provides updated guidance on running a compliant, effective, and efficient case management team in the ED. It also provides insight on adapting the role of case management based on unique ED patient populations and helps ED case managers stay ahead of the curve by examining what lies ahead in their profession.

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Who should read this book?

- Case managers
- Directors of case management
- ED nurse managers
- Social workers
- ED directors and administrators
- CFOs

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Editorial Review

About the Author

Kathleen Walsh, RN, PhD, is a consulting associate with The Center for Case Management. Dr. Walsh has over 30 years of strong nursing experience in the clinical, administrative, and educational arenas. Her vast knowledge of emergency care highlights her expertise in emergency department (ED) case management (CM). Over 17 years ago, Dr. Walsh was among the first to pioneer the ED CM role at Massachusetts General Hospital, a Harvard affiliated level one trauma center in Boston. Prior positions include clinical emergency nurse, clinical nurse specialist, and director of education. She holds a master s degree from Boston College and a PhD in nursing research with a focus on nurse presence from the University of Connecticut. Dr. Walsh has mentored numerous clinicians across the country in building, establishing, and/or strengthening ED case management programs.

Karen Zander, RN, MS, CMAC, FAAN, is president and owner of The Center for Case Management in Wellesley, Massachusetts. Her pioneering work with clinical case management and CareMap® systems, begun at New England Medical Center Hospitals in Boston, is internationally recognized. *Hospitals and Health Networks* has named her a "Cutting Edge" leader. She is the editor of *Managing Outcomes Through Collaborative Care*, from the American Hospital Publishing Co, and *The New Definition* newsletter.

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