



# Conquering Case Management

In this four-part series, we will explore the responsibilities of the case manager in orchestrating patient-centered care delivery with the care team. From intake to outcomes, learn what is expected of the case manager as well as the role they play in goal setting, progress, utilization, efficiency, and satisfaction while being mindful of agency quality and financial needs.

## **Part 1: Case Management 101: Duties and Expectations of the Home Care Manager**

**Tuesday, June 8, 2021**

8:00 - 9:30 a.m. Pacific

## **Part 2: Patient-Centered Assessment and Care Plan Formulation**

**Wednesday, June 9, 2021**

8:00 - 9:30 a.m. Pacific

## **Part 3: Care Delivery Best Practices**

**Tuesday, June 15, 2021**

8:00 - 9:30 a.m. Pacific

## **Part 4: Measures of Success**

**Wednesday, June 16, 2021**

8:00 - 9:30 a.m. Pacific

Register online at [www.oahc.org](http://www.oahc.org)



## **PRESENTER**

**Jennifer D. Obsurn, RN, HCS-D, COS-C, Director of Education, Home Health Solutions**

Jennifer Osburn is a Registered Nurse with over 28 years of combined home health staff nurse, clinical management, administration, and technology experience. This diverse background combined with certifications for OASIS and ICD-10 coding knowledge creates a depth of connection with home health staff across the nation.

As a seasoned Medicare regulatory thought leader, Jennifer regularly trains on PDGM, Conditions of Participation, Emergency Preparedness, Infection Control, QAPI, Documentation, Coding, OASIS, agency operations and management. Her heart for teaching and supporting home health professionals has created opportunities to present for The Joint Commission, CHAP, NAHC, and numerous State home health associations.

## **WHAT'S A WEBINAR?**

Enjoy the convenience and cost-efficiency of a webinar – watch the speaker’s slide presentation on the internet while listening by telephone or through your computer’s microphone and speakers (VoIP). The cost of this education is per agency.

Prior to the webinar, a Zoom Webinar link will be e-mailed to you. You will need to click on this link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts if available and evaluation link.

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## **WEBINAR RECORDING**

You will be sent the recording link following the presentation and it will be available for 1 year following the webinar. The webinar format allows a concise and low-cost format plus the additional bonus of having access to the materials for 1 year and provides additional flexibility to ensure you have an opportunity to access the information.

## **CONTINUING EDUCATION**

Minnesota HomeCare Association is approved as a provider of Continuing Education Credits by the Minnesota State Board of Nursing. This course offering is approved for 6.0 contact hours. It is the responsibility of the participant to assure that this program meets the licensing and continuing education requirements of their state board and to retain the required documents in his/her personal file. Attendees must participate in the entire presentation in order for contact hours to be awarded – partial credit will not be available. To apply for nursing contact hours, within one week following webinar participation, a completed sign-in sheet and evaluations from each individual must be returned to MHCA. Certificates will then be issued by e-mail.

## **EDUCATION PAYMENT POLICY**

Registrations may be shared between employees –registration includes agency access to the webinar. The handouts will be emailed to you to the email address you provide. Please feel free to provide an additional email address as a backup.

## **CANCELLATION POLICY**

Cancellations must be in writing and received by OAH C on or before Tuesday, June 1, 2021 to receive a refund. No refunds for cancellations made after the cancellation deadline or for no-shows.

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## HANDOUTS

Handouts, evaluation forms, sign-in sheets and related materials will be sent to you shortly before the program to the email address you provide.

## QUESTIONS?

Please contact Brandy Sweet at [bsweet@oahc.org](mailto:bsweet@oahc.org) or 503.364.2733

Registration Deadline: June 4, 2021

<b>Registration Fees:</b>	<b>Standard Rate</b>
State Association Member Rate	\$399
Non-Member	\$599

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