



<i>Making Case Management Work: Organizational, Structural, and Operational Considerations</i>	
Objectives	Providers across the continuum are being tested to determine how case management can assist to achieve quality, improved satisfaction and financial targets for their organizations. While the concept may appear simple, creating an initiative that works is more complex. The purpose of this seminar is to assist provider organizations to understand the organizational, operational, and cultural considerations which will impact the success of case management and propose a strategy to provide clinical stewardship in direct response to the needs of the organization.
Overview (outline)	<ul style="list-style-type: none"> ➤ Cite approach to conducting environmental assessment in order to reveal opportunities for problem identification and to promote organizational buy-in ➤ Illustrate the importance of tapping into executive and departmental organizational structure to solicit input and confirm objectives ➤ Discuss impact of vision, leadership and expectations of performance as a “roadmap” for success ➤ Review how responding to organizational needs positions case management as a sustainable initiative ➤ Determine how the provisions of feedback to stakeholders promotes the implementation of collaborative efforts
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