

Speaker / Bio:

Susan Rogers, RN, BSN, CRRN

Susan A. Rogers, RN, BSN, CCM has guided individuals through the maze of healthcare for nearly two decades. She offers professional guidance for those having personal or professional interest in healthcare in a variety of approaches ranging from one-on-one consultations to multi-day seminars.

She specializes in teaching and consulting on nationally trended, cutting-edge healthcare issues. Her passion is in medical case management. The collaborative nature of this professional preference granted Susan a thorough appreciation of every aspect of the healthcare environment from payer to provider to consumer.

Organizations seeking guidance from Susan include HealthSouth, ParadigmHealth, Genex, Health Resource Partners, NRRTS, CMSA chapters throughout the nation, Corporate Health Partners, Alternacare/Anew Home Health, VNS of Kansas City, Missouri Association of Health Plans, Mobile Med Care, Missouri League of Nursing and Fortis Benefits.

Susan Rogers has served Case Management Society of America for nearly 10 years on both a local and national level. She has held the office of national vice president, national secretary, national CPC representative and president of her local chapter. She is a URAC trained consultant and sits on the Government Relations Committee. Fellow healthcare professionals have demanded her presence on key committees because of her expertise in nursing practice, continuing education and case management such as Colleagues in Caring – Kansas City Consortium holding the co-chair of the continuing education committee, the Metropolitan Healthcare Council, the Kansas Foundation for Medical Care's Quality Initiative Stakeholders Committee, the Mid-America Coalition on Health Care Steering Committee, the Corporate Health Cost Crisis Executive Forum and several pharmaceutical advisory boards.

Published in the *Remington Report* and *Inside Case Management* as well as multiple local publications, Susan advises many practice settings. Her experience includes psychiatric and oncology nursing, catastrophic medical and workers' compensation case management, rehabilitation collaborative practice model development and utilization management, hospital system case management development and external review.

Susan graduated from the University of Kansas with a Bachelor of Science in Nursing. She actively pursues her Master's Degree. In 1993 she earned certification in case management.

- Advanced Case Management for Occupational Health Professionals: The Latest Developments That Work
- Assessment Skills for the Case Manager
- Avoiding the Rain Out With the Clinical Resource Management Umbrella

- Business Skills Every Nurse Should Have
- Case Management 101
- Case Management along the Continuum
- Case Management Certification
- Case Management from the Providers of Home Health Perspective
- CCM Review
- Client Empowerment
- Communication Skills
- Collaborative Efforts in Healthcare Today (includes segment on MD collaboration)
- NEW! Consumerism: Where Does Case Management Fit?
- Coordination of Care Process
- Customer Service Principles for Healthcare Providers
- Customer Service for Nurses
- Decision Making: Ethical and Clinical Overview
- Delegation Techniques
- Developing a Relationship with the Physicians
- Educating the Patient and Family toward Empowerment
- Evaluating the Case Management Plan
- Evolving Influences on Case Management
- Knowledge Overload: How to Get the Right Information for the Right Patient
- NEW! Knowledge Paradigm
- Leading the Way with Case Management Standards
- Leadership Skills
- Making the Decision to Drive the Case Management Practice Forward
- Managed Care: Disease Management, Case Management
- Managing a Difficult Workers' Compensation Case
- Marketing Yourself as a Health Care Professional
- Navigating the Healthcare System (consumer directed)
- Negotiation Skills
- Networking for the Case Manager

- Outcomes: Proving our Worth
- Patient Advocacy for the Healthcare Provider
- Physical Therapy Utilization Management
- Physician Practices and Internal Case Management
- Product Development of a Case Management Program
- Problem Identification When Care Planning for the Patient
- Resource Utilization: Where to find what you need
- Safety and Risk Management for the Healthcare Provider
- Safety: Is this a Case Management Issue?
- Sluggishly Running in the Fast Lane: Let's Get Back On Track
- NEW! Taking Charge of Your Healthcare (Consumer directed)
- Time Management and Priority Setting
- The Evolving Influences on Case Management
- Today's Healthcare Market
- Utilization Management in the Home Health Care Arena
- Utilizing the Computer in this Fast Paced Healthcare Environment
- Using Case Management Principles throughout the Nursing Continuum
- Website Resources for the Healthcare Professional and Their Patients
- Winning Strategies for Client Adherence

