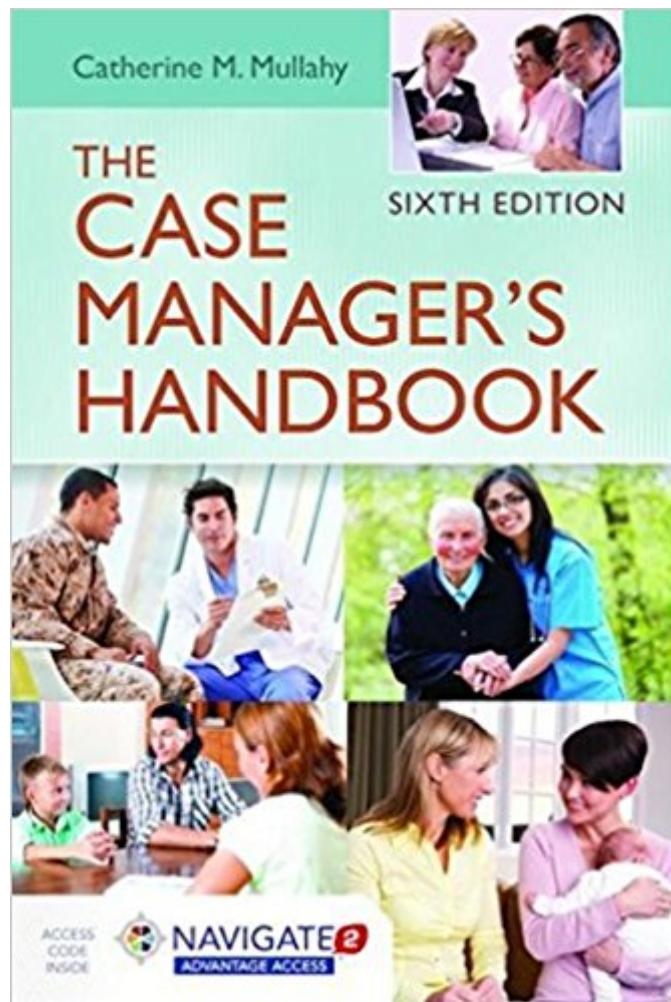


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# The Case Manager's Handbook



## Synopsis

Written by renowned author Catherine M. Mullahy, The Case Manager's Handbook, Sixth Edition is an indispensable guide for case managers. Presented in an accessible and conversational style, this practical resource helps case managers learn the fundamentals, study for the Certified Case Manager (CCM) exam, and advance their careers after the exam. Completely updated and enhanced with information on the latest developments affecting case management, it reflects the rapidly changing healthcare landscape, including the significant effects of the Affordable Care Act (ACA). The Sixth Edition includes new chapters on pediatric case management, workers' compensation case management, key factors driving today's healthcare system, the case manager's role in the era of value-based health care, case management and healthcare provider strategies for managing the high-risk or high-cost patient, and transformative healthcare approaches for the millennial generation. Each new print copy includes Navigate 2 Advantage Access that unlocks a comprehensive and interactive eBook, midterm and final exam, instructor's manual, and learning analytics reporting tools.

## Book Information

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## Customer Reviews

great

Covers case management from A to Zero.

A+A+A+A+A+A+A+A++A

A must have for professional case managers.

Excellent book.

Since it was introduced, The Case Managers Handbook has been viewed as the *“Bible”* for case management. This edition’s comprehensiveness and the fact that it is written by Catherine Mullahy, an icon in the profession, makes it a wise investment. Excellent work and an important resource that all members of the healthcare team can benefit from reading. As an educator and a mentor to professionals new to the field, The Case Managers Handbook allows me to be up to date and have a reference that I can share with others. *•Anne Llewellyn, RN, CCM, Digital Journalist, Nurse Advocate; Past President, Case Management Society of America (CMSA) National*

**A MUST HAVE FOR ALL CASE MANAGERS!** If you are a seasoned case manager or studying to be one, this is THE book you need! I have been a board certified case manager for 13 years working in catastrophic case management, home care case management, and managed care case management. Throughout my career I have collaborated with all healthcare and community resources and without exception, we all have this book within reach. Now more than ever before it is CRUCIAL to stay abreast of the ever changing healthcare landscape, failure to do so may result in poor outcomes for your patients. The Case Manager’s Handbook is a robust source for everything from case management principals to implementation and care coordination. Additionally the guidance in regulatory and compliance ensures a safe practice. As a case manager, patient centered care and patient advocacy is the core of why we do what we do. However, all too often we become myopic and focus on day to day tasks while putting out fires. The content of this handbook provides the necessary insight to be more proactive and inclusive of all patients in all care settings on the clinical, psycho-social, and overall needs of the patient and their caregivers.

The Case Manager’s Handbook has been my "go to" guide throughout my case management career. It is a source of foundational knowledge for the case manager as well as up-to-date information about industry trends that influence current practice. As case managers play an increasingly important leadership role across the continuum of care, it is not only important to

understand the drivers of decision-making at the bedside, but also at the organizational and industry level. The 6th edition of the Case Manager's Handbook builds upon previous content to highlight, among other important topics, evolving reimbursement models, provider organization structures and patient engagement strategies. Understanding these topics is fundamental to our ability to serve as advocates both for our patients and our profession. I highly recommend the Case Manager's Handbook to both new and seasoned case management professionals as well as anyone who is building a case management program in this dynamic health care environment.

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