

How Case Managers Contribute to the Bottom Line

The Financial Bottom Line

Length-of-stay management

- Coordination of care
- Patient flow
- Identification of avoidable days
- Optimization of hospital days
- Management of long-stay patients
- Timely and appropriate discharge planning

Other Financial Outcomes

- Retrospective denial and appeal management
- Participation in clinical documentation improvement efforts
- Management of observation days
- Coordination of Code 44 management
- Product and resource management

Quality-of-Care Bottom Line

- Participation in core measures
- Readmission management
- Present-on-admission documentation
- Prevention of inappropriate admissions

Service Bottom Line

- Patient satisfaction
- Staff satisfaction
- Physician satisfaction

Source: Toni Cesta, RN, PhD, FAAN, Senior Vice President, Operational Efficiency and Capacity Management, Lutheran Medical Center, Brooklyn, NY, and Health Care Consultant and Partner at Case Management Concepts LLC.