SOWK 661
CASE MANAGEMENT AS A SERVICE MODEL

FALL 2007

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Section:
Location: UPC
Day/Time: Tuesdays 1-3:50PM

I. Course Description

This course will examine case management as a service model for increasing cost effectiveness and quality of care. Management of the client’s environment by coordinating and monitoring appropriate use of resources will be explored. Case management essentials and coordinating complex care of diverse populations will be discussed. Utilizing the ecological framework for health, concepts of transitional planning and utilization management will be examined. The influence of case management in urban settings and on the global health care market will be discussed. This course meets one of the requirements for the case management option.

II. Course Objectives

Upon completion of this course, students will:

1. Identify at-risk populations for high-cost, extended lengths of stay, destabilization, and repeat hospitalization as well as populations in need of multiple coordinated services in community agencies.

2. Coordinate health and social resources to ensure that necessary resources are provided at the most appropriate level of care and that there is a smooth progression of the client throughout the health care system and within the community.

3. Initiate a discharge planning process, beginning at or before hospital admission that ensures safe and comprehensive support for continued health care and social service needs.

4. Identify obstacles to efficiency and good outcomes and intervene to overcome or eliminate these whenever possible.
5. Reduce redundancy and fragmentation of care by acting as a communication link between the client, family, members of the interdisciplinary team, and payers.

6. Gather, interpret, and use data (research findings) to identify problems and trends and to demonstrate outcomes and effectiveness.

7. Demonstrate cultural competence in case management practices.

8. Compare and contrast case management practices in Central and South American and Pacific Rim countries with the United States.

III. Course Format:
A variety of different methods will be utilized including lecture, discussion, guest speakers, in-class activities, projects, and group work. This class is focused on expanding the student's knowledge in case management as a service model. All students are expected to participate in class discussions based on the readings and on their field experiences.

IV. COURSE EVALUATION AND GRADING

All students are expected to regularly attend class and be on time. A student with more than two unexcused absences during the course of this class may receive a no credit. A student who is tardy three or more times to class may receive a grade of no credit. If a student receives a no credit grade in this seminar, they will be required to repeat this class.

Class grades will be based on the following:

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<tr>
<th>Score Range</th>
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<tbody>
<tr>
<td>3.85 – 4</td>
<td>A</td>
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<tr>
<td>3.60 – 3.84</td>
<td>A-</td>
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<tr>
<td>3.25 – 3.59</td>
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<td>2.90 – 3.24</td>
<td>B</td>
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<tr>
<td>2.60 – 2.87</td>
<td>B-</td>
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<tr>
<td>2.25 – 2.50</td>
<td>C+</td>
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<tr>
<td>1.90 – 2.24</td>
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Final Grade:

<table>
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<th>Score Range</th>
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<tbody>
<tr>
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<td>80 – 82</td>
<td>B-</td>
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<tr>
<td>77 – 79</td>
<td>C+</td>
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Assignments:

Case Management Plan for Specific Population 40%
(due 10/09/07)
Presentation on a High Risk Population 20%
(due 11/13 or 11/20)
Individual client case management plan 30%
(due 12/4/07)
Class participation 10%
Total 100%

V. ATTENDANCE POLICY

Students are expected to attend every class and to remain in class for the duration of the session. Failure to attend class or arriving late may impact your ability to achieve course objectives which could affect your course grade. Students are expected to notify the instructor by telephone or email of any anticipated absence or reason for tardiness.

University of Southern California policy permits students to be excused from class, without penalty, for the observance of religious holy days. This policy also covers scheduled final examinations which conflict with students’ observance of a holy day. Students must make arrangements in advance to complete class work which will be missed, or to reschedule an examination, due to holy days observance.

VI. Required Text


All other readings will be on e-reserve.

VII. ACADEMIC ACCOMMODATIONS

Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to the instructor as early in the semester as possible. DSP is located in STU 301 and is open from 8:30 a.m. to 5:00 p.m., Monday through Friday. The phone number for DSP is (213) 740-0776.
VIII. EMERGENCY RESPONSE INFORMATION

To receive information, call main number (213) 740-2711, press #2. “For recorded announcements, events, emergency communications or critical incident information.”

To leave a message, call (213) 740-8311
For additional university information, please call (213) 740-9233
Or visit university website: http://emergency.usc.edu

If it becomes necessary to evacuate the building, please go to the following locations carefully and using stairwells only. Never use elevators in an emergency evacuation.

University Park Campus
MRF – Lot B
(12th & Olive)
SWC – Lot B
WPH – McCarthy Quad
VKC – McCarthy Quad

City Center
Front of the building
Orange County Campus
Faculty Parking Lot
Skirball Campus
Front of building

Do not re-enter the building until given the “all clear” by emergency personnel.

IX. COURSE OUTLINE AND ASSIGNMENTS:

Week 1 (8/28/07)  Evolution of Case Management

Readings
Textbooks:
Frankel & Gelman, Chapter 1

Readings:
Chapter 1: What is “the case” and “why is it managed” (pp. 1-23)

Meets objectives:
2. Coordinate health and social resources to ensure that necessary resources are provided at the most appropriate level of care and that there is a smooth progression of the client throughout the health care system and within the community.

Week 2 (9/4/07)  Contemporary Models of Case Management
A. Acute care models
B. Community models
C. Collaborative models

Readings:
Textbook:
Frankel & Gelman, Chapter 2

Readings:
Chapter 2

Chapter 4: Social workers and nurses on collaboration: Findings from study (pp. 36-55).


Meets objectives:
5. Reduce redundancy and fragmentation of care by acting as a communication link between the client, family, members of the interdisciplinary team, and payers.

Week 3 (9/11/07) Developing Case Management Plans

Readings:
Textbooks:
Frankel & Gelman, Chapter 4

Readings:

Meets objectives:
2. Coordinate health and social resources to ensure that necessary resources are provided at the most appropriate level of care and that there is a smooth progression of the client throughout the health care system and within the community.
4. Identify obstacles to efficiency and good outcomes and intervene to overcome or eliminate these whenever possible.
7. Demonstrate cultural competence in case management practices.

**Week 4 (9/18/07)  Skills to implement the case management plan**

Textbooks:
Frankel & Gelman, Chapters 5 & 6


**Meets objectives:**
5. Reduce redundancy and fragmentation of care by acting as a communication link between the client, family, members of the interdisciplinary team, and payers.
7. Demonstrate cultural competence in case management practices.

**Week 5 (9/25/07)  Complex care of specialized populations**
(Students choose population for the paper)

**Readings:**
Textbooks:
Frankel & Gelman, Chapter 8

Readings:


**Meets objectives:**
1. Identify at-risk populations for high-cost, extended lengths of stay, destabilization, and repeat hospitalization as well as populations in need of multiple coordinated services in community agencies.
7. Demonstrate cultural competence in case management practices.
Week 6 (10/02/07)  Connecting clients to services

Readings:
Chapter 23 & 24

Chapter 8 “Working with other agencies” pp. 99-110

Meets objectives:
2. Coordinate health and social resources to ensure that necessary resources are provided at the most appropriate level of care and that there is a smooth progression of the client throughout the health care system and within the community
5. Reduce redundancy and fragmentation of care by acting as a communication link between the client, family, members of the interdisciplinary team, and payers.

Week 7 (10/09/07)  Population Case Management Plan Due

Transitional Planning/Discharge Planning
A. Long term planning for increasing wellness
B. Service delivery
C. Post-acute care:

Readings:
Textbook:
Frankel & Gelman, Chapter 7

Readings:


Meets objectives:
3. Initiate a discharge planning process, beginning at or before hospital admission that ensures safe and comprehensive support for continued health care and social service needs.

Week 8 (10/16/07)  Utilization Management/Cost

Legal and Ethical Issues in Case Management

Readings:


**Meets objectives:**
6. Gather, interpret, and use data (research findings) to identify problems and trends and to demonstrate outcomes and effectiveness.

**Week 9 (10/23/07)  Policy Implications**

**Readings:**


**Meets objectives:**
4. Identify obstacles to efficiency and good outcomes and intervene to overcome or eliminate these whenever possible.
6. Gather, interpret, and use data (research findings) to identify problems and trends and to demonstrate outcomes and effectiveness.

**Week 10 (10/30/07)  Quality Management for Case Managers/Outcomes**
Readings:
Frankel and Gelman – Chapter 7


Meets objectives:
6. Gather, interpret, and use data (research findings) to identify problems and trends and to demonstrate outcomes and effectiveness.

Week 11 (11/06/07) Independent Preparation for Class Presentations

Week 12 (11/13/07) Presentations on special populations

Meets objectives:
1. Identify at-risk populations for high-cost, extended lengths of stay, destabilization, and repeat hospitalization as well as populations in need of multiple coordinated services in community agencies.

Week 13 (11/20/07) Presentations on special populations

Meets objectives:
1. Identify at-risk populations for high-cost, extended lengths of stay, destabilization, and repeat hospitalization as well as populations in need of multiple coordinated services in community agencies.

Week 14 (11/27/07) Designing a case management program
Readings:
Chapter 12: Implementing Case Management Plans: Program Design and Development

Meets objectives:
2. Coordinate health and social resources to ensure that necessary resources are provided at the most appropriate level of care and that there is a smooth progression of the client throughout the health care system and within the community.

**Week 15 (12/04/07)**  
**Final Paper due**  
**The future of case management**  
**Globalization**

Readings:  
Textbook:  
Frankel & Gelman, Chapter 9

Readings:  


**Meets objectives:**  
8. Compare and contrast case management practices in Central and South American and Pacific Rim countries with the United States.