Course Title: The Case Management Process

Course Number: XHRN 0300

Course Description: Principles, concepts, process, roles, settings, and clinical practice of healthcare case managers are reviewed with a focus on standards of practice, managed care, quality of care and cost containment. Legal and ethical considerations evidence-based practice are applied to case-based scenarios.

Hours: 45

Course Prerequisite(s): High School Diploma or equivalent

Student Learning Outcomes:
1. Define the role of the case manager.
2. Identify the CCM domains of knowledge.
3. Describe the process of screening, assessing, implementing, transitioning, and evaluating a potential patient.
4. Discover the reporting and approval process
5. Learn how to communicate with patients and families, physicians, payer sources, and legal professionals.

Textbook(s): (Contact bookstore for current edition and cost)
The Case Manager’s Handbook, by Catherine Mullahy

Withdrawal Policy: See the current Career Skills Training catalog for the tuition refund policy.

Collin College Academic Policies: See the current Collin Student Handbook.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.

Meeting Location: This totally online course is in Blackboard and must be accessed through http://elearning.collin.edu/. CE students cannot access their Blackboard course by logging in through CougarWeb.

1. To log in to Blackboard, visit http://elearning.collin.edu/
2. Your username is the first portion of your CougarMail / CougarWeb account, usually the first letter of your first name, your last name, and then a number.
3. Your password is the last 6 digits of your CWID (College-Wide ID).

4. Your class will appear in Blackboard on the first day of class.

NOTE: You will not be able to access the class until classes officially begin. Allow reasonable time for students to be uploaded into Blackboard. If you are new to Blackboard or would like a refresher in its processes please view the Blackboard CE Tutorial

If you receive a login error, please try a different browser, delete your cookies and try again.

Attendance Policy: Attendance in an online course is measured by submission of assessments and discussion postings. Students must complete all assessments and postings as directed in the time frame specified. Students are expected to monitor Blackboard communications at least several times across each week. Time required to read all material and submit assessments and postings will vary according to individual skills....but still must be submitted on time.

Lesson Plan:

Week 1: Part I: Intro Bio of a Case Manager – Chapter 1: The Case Manager as Catalyst, Problem Solver, Educator. Chapter 2: The Case Manager’s Universe


Week 3: Part II cont’d – Chapter 4: Communications and Patient Engagement


Week 5: Part IV cont’d – Chapter 13: Evidence-Based Practice for Case Managers: Data-Driven Decision Making

Week 6: Part IV cont’d – Chapter 14: Case Manager Credentialing

Sessions listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, labs, and days.

Method of Evaluation: Students must achieve a minimum of 70% final average in order to pass competencies.

Expectations for taking an online course: It is the student’s responsibility to maintain computer and Internet access. In addition to expectations listed elsewhere, students are expected to keep a copy of all saved course work until the final grade has been posted, since electronic communications can fail or crash. This policy may allow resubmission of important items, if permitted by the instructor. If technology issues arise, students are expected to use Collin computers or other equipment for submitting work according to the schedule. In other words, a personal computer or Internet challenges are no excuse for failing to submit work on time. Students are expected to plan ahead concerning inquiries
to allow for reasonable response time from the instructor. Students are expected to mark
the weeks of the term on their personal calendars and to maintain a check list of work
completed and grades received in order to self-monitor progress in the course.
Remember that online courses require the STUDENT to be self-disciplined concerning
course performance.

Students are expected to monitor email, Blackboard, Assignments and the Discussion
board several times weekly, every day is best, in order to maintain communications with
your instructor and classmates. All Discussion posts must be read even if you believe
they do not pertain to you.

Computer Skills Needed: You should know how to access a Web site when given an
address (URL) or link, use features of your Web browser, download files, attach files to
emails, and use MS Word processing software.

Technical Support: Technical support for Blackboard is available 24 hours a day, 7 days
a week, 365 days a year. You may contact technical support toll-free by calling 1-866-
350-5119. In addition, online support is available through the Blackboard Online Support
Center.

Netiquette Expectations: Expectations for online class involvement:
1. Allow a professor 48 hours to respond to all questions and inquiries during the
work week. Instructors are not expected to work weekends; therefore, response
time will be extended. Please plan your time accordingly. Requesting to turn in an
assignment late, because you are waiting on a reply from your instructor will not be
considered an acceptable excuse. Deadlines are deadlines and it is imperative you
plan your time accordingly. Grades are usually posted one week after the due
date.

2. Communication with instructors should be kept brief. State the problem concisely
as well as how you would like them to help. Instructors should always be
addressed in a respectful and professional manner. Making demands, criticizing,
and “yelling” (writing in a bold font and in all capital letters) are not acceptable
forms of communication and are against the Collin College statement of core
values.

3. If the student has an issue with the class, the teacher should be contacted
individually. It is not a student’s position to appoint themselves “spokesperson” for
the class.

4. A student’s responsibility is to perform within the structure of the class. Any
attempt by the student to change the structure of the class may be regarded as a
violation of departmental and college policy.

5. It is in good faith that faculty and students engage in the learning process. It is
expected that students perform in class with that philosophy in mind. Students are
expected to make a good faith effort to read and understand the material and to
engage in learning activities provided by the instructor.