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## exam I

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## Successful Communication in Care Coordination for More-Effective Outcomes

- Communication is key for more-effective health care outcomes.**
  - True
  - False
- The keys to successful outcomes include being:**
  - Client focused
  - Outcome driven
  - Transparent
  - All of the above
- The case management approach includes:**
  - Improving the experience of care
  - Improving the health of populations
  - Reducing per capita costs of health care
  - All of the above
- Successful case management consists of a systematic approach that uses the cyclic process of care planning and care coordination that clients can relate to.**
  - True
  - False
- Being an effective communicator takes a degree of skill set requiring various levels of responsibility and interaction.**
  - True
  - False
- Skills of good listeners include:**
  - Body language
  - Open-ended questions
  - Affirmations and clarifications
  - All of the above
- Elements of body language may include:**
  - Posture
  - Facial expressions
  - Eye contact
  - All of the above
- Techniques when speaking to a client to improve outcomes include:**
  - Get the client's attention
  - Engage your client
  - Explore options
  - All of the above
- Families can determine how much the case manager cares by how much actual care and effort is put into communication.**
  - True
  - False
- Mistakes that hinder effective outcomes when communicating with clients include:**
  - Not getting feedback
  - Not following up regularly
  - Asking in a hurried, noncaring manner
  - All of the above

## exam II

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## Hospital Case Management: CMSA's White Paper

- The process of case management applies to the primary domains of care coordination including:**
  - Health needs
  - Social needs
  - Financial needs
  - All of the above
- The case management process is enabled through advocacy across the continuum.**
  - True
  - False
- Components of the dysfunctional hospital include:**
  - Care and service personnel operate in silos
  - Systemness
  - Electronic medical record
  - All of the above
- The CMSA White Paper on Hospital Case Management Practice is a comprehensive overview of the evolution of hospital case management practice.**
  - True
  - False
- Care coordination is a "deliberate and longitudinal organization of safe, effective, and appropriate care and service for selected patients with multiple needs as they move through the care continuum from acute care to community service."**
  - True
  - False
- Care coordination is the key initiative to achieve and close the gap in communicating care and services.**
  - True
  - False
- Expressed consensus of the hospital executive team is essential to the success of a program. Which of the following issues can spell the death of many transformation projects?**
  - Lack of clarity
  - Sending mixed messages
  - Constantly changing priorities
  - All of the above
- Some of the transformative priorities that should be considered when planning the next generation of hospital case management programs include:**
  - Redesign scope of service
  - Establish clear roles and responsibilities
  - Develop an entrepreneurial structure
  - All of the above
- Infrastructure consideration for a hospital case management program includes:**
  - Structure must be congruent with the intent and goals of care coordination
  - Psychological considerations
  - Utilization review
  - All of the above
- The Department of Health and Human Services is focused on transforming the health care system from one that pays for procedures and sickness to one that pay for outcomes and health.**
  - True
  - False

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**exam I Successful Communication in Care Coordination for More-Effective Outcomes**

**Objectives:**

1. Define the impact of communication in care coordination.
2. State 4 considerations for being a good listener.
3. State 4 common mistakes that may hinder effective communication.

Please indicate your answer to the exam questions on the preceding page by filling in the letter:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_ 8. \_\_\_\_\_ 9. \_\_\_\_\_ 10. \_\_\_\_\_

**exam II Hospital Case Management: CMSA’s White Paper**

**Objectives:**

1. Describe the evolution of hospital case management practice.
2. Define care coordination.
3. State 4 transformative priorities for planning the next generation of hospital case management programs.

Please indicate your answer to the exam questions on the preceding page by filling in the letter:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_ 8. \_\_\_\_\_ 9. \_\_\_\_\_ 10. \_\_\_\_\_

**Continuing Education Program Evaluation** Please indicate your rating by circling the appropriate number using a scale of 1 (low) to 5 (high).

	exam I					exam II				
1. The objectives were met.	1	2	3	4	5	1	2	3	4	5
2. The article was clear and well organized.	1	2	3	4	5	1	2	3	4	5
3. The topic was both relevant and interesting to me.	1	2	3	4	5	1	2	3	4	5
4. The amount and depth of the material was adequate.	1	2	3	4	5	1	2	3	4	5
5. The quality and amount of the graphics were effective.	1	2	3	4	5	1	2	3	4	5
6. I would recommend this article.	1	2	3	4	5	1	2	3	4	5
7. This has been an effective way to present continuing education.	1	2	3	4	5	1	2	3	4	5
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