

National RN Case Manager Certificate Program

Reading Guide: Partnering with High Need Populations

1. Accelerating Population Health Improvement (BMJ, 2021)
How To Recommendations. Describes how to apply principles of population health to improve quality and equity using COVID as a prototype.
2. Ensuring Access to Quality Care Health Care in Vulnerable Communities (Academic Medicine, 2018)
Invited Commentary. Describes the role hospitals can play in addressing the needs of vulnerable populations.
3. Care Management: Implications for Medical Practice, Health Policy, and Health Services Research (AHRQ, 2022)
Important Read. Outlines fundamentals of care management as it relates to the health of populations including evidence-based strategies for improving health outcomes specific to chronic illness management. Includes risk stratification, alignment of services and self-management support.
4. What We Talk About When We Talk About Care Management (Am J of Managed Care, 2020)
Helpful Read. Care Management discussed within the context of disease management, utilization management and health care navigation/care coordination.
5. Blueprint for Complex Care (National Complex Care Coalition, 2018)
Executive Summary. Provides an overview of high need patients and recommendations to better address their healthcare needs.
6. The Better Care Playbook (Center for Healthcare Strategies)
Practice Resource. Online resource center that is continually updated to provide the latest evidence-based and promising practices for improving complex care for high need populations.
7. Chronic Care Management (CMS/MLN, 2022)
Coding & Billing Guide. Provides a walk through on payable CCM service codes, names eligible billing practitioners and patients, and details the Medicare Physician Fee Schedule (PFS) billing requirements.

8. Connected 2 Care Toolkit: Chronic Care Management (CMS, 2022)
Practice Implementation Guide. This is the companion guide to the Chronic Care Management Coding & Billing Guide providing a clear “how to” outline of implementation in practice.
9. National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health & Healthcare (DHHS Office of Minority Health)
Standard of Practice. The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate healthcare disparities by establishing a blueprint for health and healthcare organizations.
10. Advancing Health Equity: The Rise of the Equity-Minded Nurse (Future of Nursing Campaign for Action, 2022).
Important Read. Describes the role of the nurse in advancing health equity in RN practice.
11. Future of Nursing Report 2020-2030: Charting a Path to Health Equity (NASEM 2021)
Highlights. Summary of Recommendations of this Consensus Study Report.
12. Case Management Professional Statement Against Social Injustice & Intolerance (CMSA, 2022)
For Reference. Statement from professional organizations specific to CM role & social justice.

