

## National RN Case Manager Certificate Program

### Reading Guide: RNCM Role in Safe, Effective Care Transitions

1. Transitional Care Models for High Need, High Cost Adults in the U.S. (Prof CM, 2020)  
**Scoping Review & Gap Analysis.** Exploration of the research on the integration and coordination of services for high need, high cost patients.
2. Care Transitions Bundle: Seven Essential Intervention Categories (Nat Transitions of Care Coalition, 2022)  
**Best Practice Infographic.** Identifies the intervention category, describes best practice and gives examples of best practice interventions.
3. Transitions of Care Standards (ACMA, 2022)  
**Standards of Practice.** Provides overview, guiding principles and standards specific to care transitions.
4. Medication Reconciliation (MATCH Toolkit, AHRQ 2022)  
**Practice Checklist.** Outlines best practice steps for safely reconciling medications for patients during care transitions.
5. Care Transitions from Hospital to Home: IDEAL Discharge Planning (AHRQ)  
**Implementation Handbook.** Provides an overview of and rationale for the IDEAL Discharge Planning strategy.
6. Project BOOST Increases Patient Understanding of Treatment & Follow Up Care (Patient Safety Network, AHRQ 2021)  
**Evidence-based Practice Model.** Describes the Patient-Safe Discharge Program specific to educate patients about their discharge needs, test understanding of those needs, and improve medication reconciliation at admission and discharge.
7. Re-Engineered Discharge Toolkit (AHRQ)  
**Evidence-based Practice Guideline.** Provides an overview and steps to implement best discharge practice in hospital settings.
8. Transitional Care Management Services (Medicare Learning Network, 2021)  
**CMS Billing & Coding Guidance.** This booklet focuses on covered services, location, who may provide services, supervision, billing services, documenting services, and service benefits.

9. Improving Care Transitions to Drive Patient Outcomes: The Triple Aim Meets the Four Pillars (Prof Case Management, 2019)

**Helpful Read.** Examines how CMs can support positive outcomes during care transitions by focusing on the goals of the Triple Aim and Coleman’s Four Pillars.

10. The Care Transition Intervention® (Coleman, 2022)

**Weblink.** Use this link to learn more about outcomes, tools and Transition Coach training.

11. Transitions of Care Planning Guide (National Council Mental Health First Aid)

**Behavioral Health TC Guide.** Provides transitional care guidance tailored to patients with mental health, substance abuse and other chronic illnesses.

## Care Transitions Patient Engagement Tools

These practice ready tools from the **National Transitions of Care Coalition** are designed to engage and provide self-management support for patients and their identified family caregiver.

1. Your Rights during Transitions of Care: A Guide for Patients & Caregivers (NTOCC)
2. Guidelines for a Hospital Stay for Patient, Family & Caregiver (NTOCC)
3. Taking Care of My Healthcare (NTOCC)
4. My Medicine List (NTOCC)
5. Taking Care of My COVID-19 Health Management (NTOCC)
6. Taking Care of My Pain Management (NTOCC)

