

## National RN Case Manager Certificate Program

### Reading Guide: RNCM Role in Primary Care

1. America's Health Centers (NACHC, 2022)  
**Infographic.** Highlights key contributions of community health centers in providing comprehensive primary care services to underserved communities.
2. Care Management – An Implementation Guide for Primary Care Practices (AHRQ)  
**“How to” Guide.** Emphasizes the role of the RN Care Manager within the context of the primary care team and delivery of chronic care management services.
3. Chronic Care Management – CCM Reimbursement Strategies for Rural Providers (RHI Hub, 2022)  
**Important Guide.** Describes Chronic Care Management including reimbursement and multiple resource links specific to rural primary care clinics.
4. Comprehensive Primary Care Plus Model (CMS 2022)  
**Infographic.** Summarizes the PCP+ Program and its sustainable outcomes.
5. Nurse Care Manager Brings Dignity & Newfound Relief for Family (NAM)  
**Patient Testimonial.** Describes the impact of the RNCM and the Health Quality Partners program that includes home visiting as a part of chronic care management.
6. Embedded RNCM in Primary Care (CMSA, 2021)  
**Practice Example.** RNCM describes her experience and strategies for success in primary care.
7. Federally Qualified Health Centers (CMS MLN, 2021)  
**Medicare Learning Network Guide.** Provides background, outlines services and visits including reimbursement. Excellent resource links at the end of this document.
8. Primary Care: A Key Lever to Advance Health Equity (PCC, 2022)  
**Important Read.** Collaborative report that examines the relationship between health equity and primary care. It identifies practice and policy strategies to move health equity forward.
9. Registered Nurses in Primary Care (J Amb Care Manage, 2017)  
**Role Analysis.** Describes emerging new roles of RNs since the passage of the ACA including RN contributions to team-based high performing primary care practices.
10. As Witnesses to Inequity, Nurses Can Be Powerful Advocates (CCNA 2021)  
**Highlighted Conversation.** Summary of important points made by leaders from RWJF regarding nurses unique position to promote health equity.

### Indian Health Service – AI/AN Specific

1. Improving Patient Care (IHS, 2022)  
**PCMH Program.** Describes the IPC initiative to develop PCMHs and enhanced primary care delivery for AI/AN populations services by the IHS.
2. IHS Care Model for Improving Primary Care (HIS, 2022)  
**Summary.** Describes the IHS Care Model adapted for IHS primary care and PCMHs.
3. Welcome to Your PCMH (HIS 2022)  
**Fact Sheet.** Provides patients with information about their PCMH.

### VA - Veteran Specific

1. About Patient Aligned Care Team (PACT) (SD CVC)  
**Program Example.** This PACT program description from South Dakota VA describes for patients the PACT program and what veterans can expect.
2. Keeping Veterans Healthy at Home (The Playbook 2021)  
**Lessons Learned.** Describes the impact of VA Home Based Primary Care Programs (HBPC) to deliver primary care for veterans with complex chronic conditions including addressing their social needs.

