

CMSA key note address October 7, 2008

Carole Upman, RN, MA, CCM, CRC, CDMS

The keynote address for this exciting conference will focus on a new day in health care delivery. We will examine the role of advocacy in the transitions of care in this new environment. In this current climate of health care administration, many factors are influencing a change in care. For example, the reimbursement for inpatient stays may be more restrictive, many patients may be sicker, the patients are older and more medically complex. This presentation will focus on the role of advocacy in case management in response to internal and external pressures that threaten patient care and outcomes. All case managers involved in the process of patient transition need to recognize the slippery slope areas where stellar performance in our work will make a difference.