

**IHA CARE MANAGER ORIENTATION  
TABLE OF CONTENTS**

**SECTION A**

INTRODUCTION

*Orientation Plan* ..... 1-2  
*Define Care Management at IHA* ..... 3  
*Care Management Activities* ..... 4  
*Care Manager to-do's* ..... 5-7  
*Orientation Check off List* ..... 8-9  
*Personal Appearance Policy* ..... 10  
*Approving time Card & PTO with Outlook* ..... 11  
*Care Manager Voice Mail Scripting* ..... 12

**SECTION B**

PROGRAMS

*Care Manger Program Summary* ..... 13-14  
*Transition of Care Guide* ..... 15  
*Transition of Care Policy* ..... 16-18  
*HICM 101* ..... 19-22  
*IMPACT CHF Discharge* ..... 23-24  
*Coordination of Care for IHA PCP and CATS* ..... 25-26

**SECTION C**

REQUIREMENTS

*Education for SIM* ..... 27  
*Medical Home Meeting Document* ..... 28-29  
*Care Manager Script* ..... 30-32  
*Call Guidelines* ..... 33-35

**SECTION D**

GOAL SETTING

*Goals* ..... 36-39  
*Care Manager List of Goals* ..... 40-42  
*Brief Action Plan Guide* ..... pdf  
*Motivational Interviewing Questions* ..... 43-44  
*SBAR Communication* ..... 45

**SECTION E**

PAM, PRISM & HUBLET

*PAM* ..... PowerPoint slides  
*PAM Assessment* ..... 46-49  
*Assessment and coaching for activation Worksheet* ..... 50  
*What is Prism* ..... PowerPoint slides  
*Hublet* ..... PowerPoint slides

**SECTION F**

RESOURCES

*Social Work Referral Process* ..... 51  
*Patient Financial Assistance* ..... 52

<i>Risk Legal Hold –Alert</i> .....	53
<i>Resource for Care Mangers</i> .....	54
<i>Printing Providers Schedule</i> .....	55-57
<i>Transportation Options</i> .....	58
<i>Suicidal Ideation Policy</i> .....	pdf
<i>Medication Profile Reconciliation Policy</i> .....	59-60
<i>Medication Reconciliation for Social Worker CMs</i> .....	61
<i>Single Point adding Patient list -CHF unit to PowerChart</i> .....	62-64
<i>Single Point adding Visit Reason to PowerChart</i> .....	65
<i>Adding Shortcut to desktop</i> .....	66
<i>Depart Note for PowerChart</i> .....	67

**SECTION G**

DOCUMENTATION

<i>Comprehensive Assessment Worksheet</i> .....	68-69
<i>Copy of Chart Review Rubric</i> .....	70
<i>Document Check List</i> .....	71
<i>Sample Care Team Meeting Document</i> .....	72
<i>Billing Code Descriptions</i> .....	73-75
<i>Billing for Care Coordination</i> .....	75
<i>Chart Examples</i> .....	76-79
<i>Billing Exceptions for Insurances</i> .....	80-81
<i>Daily Activity Tracker</i> .....	82

EPM SCHEDULE

<i>Standard Guidelines for EPM Scheduling</i> .....	83-84
<i>Important Tips for scheduling</i> .....	85-87
<i>EPM scheduling</i> .....	Pdf

**SECTION H**

*Templates & Quiz*