

# UTILIZATION REVIEW

The Role of the Nurse

# What is Utilization Review

- Utilization review examines how health care services are being utilized. This includes examining which services are being used by patients; how long the services are lasting; whether or not the services are effective; and how much money it costs to provide the services.

# What is Case Management

- Case management is a broad category that fits within the larger field of human services. Generally, case management involves coordination of care, advocacy and discharge planning; however, counseling and therapeutic support may also be offered. Case management aims to assist the individual to navigate social service systems and attain the highest quality of care.



# What is the difference?

- UR- examines how services are being utilized, whether or not the services are effective and how much money it costs to provide the services
- CM – coordinates care and assists the patient to navigate social service systems to attain the highest quality of care

# Whose Role is UR?

- In most hospitals both positions are handled by the Case Management Department making it difficult to differentiate between two completely different tasks.
- **Utilization is the task of every member of the organization.**



# Responsibilities

- Physicians – Appropriate orders for admission and effective treatment.
- Ancillary Services (PT/OT, Radiology, Lab) -  
Makes sure orders are carried timely and effectively.

Dietary – Provide nutrition needed to accomplish the treatment required.

Administration – Provide an environment conducive to efficient, therapeutic and cost contained treatment.

# Who has the biggest role?

- **NURSING**

- Most Case Management departments are staffed with nurses.
- Staff nurses have the biggest influence in how effective a patient's treatment plan is followed and have the responsibility to follow up if the plan is ineffective.



# How can the nurse help?

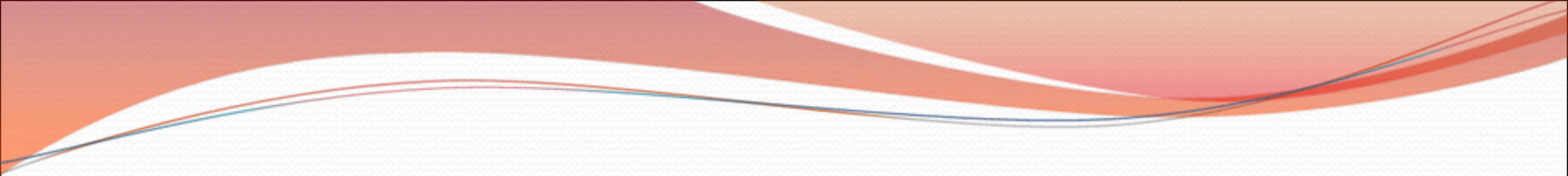
- 1. Know your patient.
- 2. Know the plan of care.
- 3. Monitor the effectiveness.
- 4. Be both the patient and the Hospitals advocate.
- 5. Develop a good working relationship with the Physicians.
- 6. Be assertive.



# How can UR help Nursing

- **EDUCATION**

- Most nurses do not have a clue about admission requirements, cost of treatments, expected length of stay or denials. Their focus is making sure medications are given, the patient is fed and the bed changed.

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- Make the nurse part of the process.
  - Include them in educational programs.
  - When monitoring a chart discuss it with the nurse. Point out how changes in treatment may decrease LOS.
  - Applaud successes. Don't be afraid to give credit, your job is secure.
  - Let them know the goal. Put the expected LOS on the chart.



# Key elements of success

- 1. Divide your Case Management Department  
Social Workers can do Case Management.
- 2. Stagger starting times.  
Have UR evaluate all new admissions while the physicians are making rounds.
- 3. Talk to physicians in person.
- 4. Educate ED physicians and nurses on admission criteria.
- 5. Involve everyone in denial reviews.





- Questions



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