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.
• 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