Registration Fee Information

Individual registration: $699 + GST
Group registration: (3 or more people) $599 + GST per person. When registering as a group, please send all applications together.

Course kits including location on York University, Keele Campus will be sent to registered participants.

Register by Mail or Fax

Address: Health Leadership & Learning Network
HNES Building Room 426
Faculty of Health
4700 Keele St.
Toronto ON Canada M3J 1P3

Fax: 416 736 5760

Contact Information

Julia Finch, Administrative Assistant is available to answer questions by either calling her at 416 736 2100 ext 22170 or by emailing her at hlln@yorku.ca

Register for Navigating the Complex Patient Quagmire: Clinical Case Management of Complex Patients

Name: __________________________
Job Title: _______________________
Organization: ___________________
Profession: _____________________
Address: ________________________
E-mail: _________________________
Day Phone: ______________________

Please note full registration fee is due prior to start of classes.
Payment must be made by cheque or credit card (Visa or Mastercard) and must accompany the registration form. Registration by fax is accepted with credit card payment only. Cheque should be payable to York University.

My registration is (check one):

[ ] Individual $699 + $34.95 GST = $733.95
[ ] Group $599 (per person) + $29.95 GST = $628.95
Group Affiliation: ________________________

I wish to pay by: Cheque [ ] Visa [ ] Mastercard [ ]

Card number: ___________________________
Expiry Date: ___________________________
Name on card: _________________________
Signature: _____________________________

I wish to receive additional information about Health Leadership & Learning Network courses and events.

[ ] Yes [ ] No

Please be sure to provide your email address & phone number so we can contact you in case of last minute changes.

Please see www.hlln.ca/cancellation_policy for our full cancellation policy.

Navigating the Complex Patient Quagmire:
Clinical Case Management of Complex Patients

Four half-day classes

Saturdays: May 1, 8, 15, 29
York University, Keele Campus

www.hlln.ca
Why attend this course?
Move to the next level in your career and in your understanding of where health care is going.

Who would benefit from this course?
Case Managers in hospitals, insurance firms, disability management companies, geriatric care and other health care facilities, LHIN managers, Family Health team members, Physicians, Social Workers, Registered Nurses (specifically in community care access centres), Nurse Practitioners, Physicians Assistants, Physiotherapists, Clinical Leaders

What will you learn?
Through lectures, discussion, role playing and visual aids, participants will understand the new paradigm of clinical case management and appreciate the need to change traditional care models. They will understand the virtual integrated practice and the emerging role of the patient advocate and how to align these with daily practice and operations. Participants will leave the course with a greater understanding of the thinking styles needed to resolve complex problems. They will also be able to develop and evaluate clinical processes to minimize errors. Additionally, participants will have had the personal satisfaction of having explored their leadership skills as a reward for being an excellent manager.

Introduction to a New Paradigm for Clinical Case Management.
The model of clinical case management to be presented in this course will include:
• Collaborative patient-centric processes using high impact teams
• Workflow design to minimize medical errors
• Integrative thinking in order to explore and resolve complex issues
• Effective clinical management and advocacy.

The new paradigm stresses the importance of the generalist who is accountable to the customer/patient and is responsible for forming an integrated view of the critical issues. The clinical case management process will be evaluated using the Balanced Scorecard.

The Traditional Model of Care. The traditional model of care and the new model of clinical case management will be compared and contrasted with the emphasis on clinical decision making, resource allocation, work processes, cost management, network communications and management style.

Clinical Mistakes in Canada. In May 2004, a comprehensive study in the Canadian Medical Association Journal found preventable medical errors contribute to between 9,000 and 24,000 deaths in Canada a year. Case studies of medical mistakes will be presented and analyzed in order to develop an approach to error minimization by modifying clinical workflows.

The Virtual Integrated Practice. The virtual integrated practice model will be evaluated with case studies presented to demonstrate the impact of this model on clinical care and with a focus on the evolution of the pharmacy as a virtual network hub.

Clinical Leadership and Advocacy. Without a health care advocate to lead, patients can easily get lost in the complex health care maze. The evolving job description of the advocate in representing patient’s rights will be developed. Case studies will be presented to understand the importance of the advocate’s role and to help legitimize the role of the advocate as a member of the health care team.

Medical Literacy and Patient Rights. Medical literacy and patient’s rights will be explored from the perspective of patients, care providers, advocates and health care managers.

Information Technology and Information Sharing. The requirement for developing new care models is the electronic health record. This section will present the principles and practices of health care information technology, an understanding of privacy laws and of the role of the custodian of medical information.

Workflow Redesign. Developing Effective Workflow and Processes. Borrowing from the principles of lean engineering and quality management, this section will explore how workflow and processes can be redesigned to provide timely, consistent, high quality and consumer-centric service. A case study of a successful redesign of a thoracic surgical unit will be presented.

Thinking Skills and Decision Support in Case Management. This section will introduce thinking tactics that can be used to improve the quality of clinical decision making and will focus on the role of diversity and of the meta-opinion in a shared decision model.

Participant Presentations. Each team of participants will present their project in workflow redesign applying the learnings from the course.

Ethics in Case Management. The increasing ethnic diversity in Canada creates a requirement to understand and appreciate values as they relate to health. The role of the bio-ethical in case management will be discussed.

The Legal Aspects of Case Management. This section will provide the case manager with an understanding of basic legal issues relating to living wills, substitute decision makers, competency, capacity, “permission to release” information, privacy, care circles, duty to disclose and legal liability.

The Future of Clinical Case Management. This section will provide a forecast of the changes that will occur in care delivery models over the next ten years and the management skills that will be required to succeed in this environment.

Instructor: Dr. Raymond Rupert MD MBA is a medical intervention expert. A family doctor for over 30 years, Dr. Rupert has been a clinical advocate, has operated his case management/care co-ordination service since the early 90’s and has completed hundreds of complex cases. He manages the top-performing Canada network of experts.

He is the editor of two business books and has lectured at both the Rotman and Schulich schools of business. In April 2009, he delivered a lecture on new methodologies in case management at the National Case Managers conference. In 2003, Dr. Rupert presented a paper on e-Health technologies at an E-Health conference in London, England. He is a graduate of the U of T Faculty of Medicine and the Rotman School of Management, and is Course Director for the Clinical Case Management program at York University’s Health Leadership & Learning Network, part of the innovative Faculty of Health.

Join a community of forward-thinking advocates and academics. Learn more at www.hlln.ca or contact Lesley Beagrie, PhD Associate Dean, Professional & International Programs, Faculty of Health York University at hlln@yorku.ca.