

## **MODULE II**

### **SKILLS FOR MANAGING CARE**

**OVERVIEW:** This module will present information about the following skills: record keeping, caseload management, time management, and safety.

#### **PREREQUISITE KNOWLEDGE AND SKILLS:**

Knowledge of charting methods, the referral process, and knowledge of community resources are essential.

**OBJECTIVES:** Upon successful completion of this module, the participant will be able to:

1. Identify the need for documentation in public health.
2. Describe basic record keeping (data management) systems used in local health departments.
3. Identify strategies for caseload and time management.
4. Describe strategies for setting up a public health nurse community resource file.
5. Apply the referral process to selected clinical examples utilizing multiple community resources.
6. Identify components of case management/care coordination.
7. Describe the public health nursing roles and skills essential for care management.
8. Describe the benefits of home visiting.
9. Develop a plan for an effective home visit.
10. Discuss key issues in planning for safety while home visiting.

#### **KEY TERMS:**

Case management/manager

Phases of a home visit

Core components of case management

Referral

Nursing process

**READING ASSIGNMENT:** You may choose to read from the 7<sup>th</sup> or 8<sup>th</sup> edition of Stanhope and Lancaster.

Stanhope and Lancaster, 7<sup>th</sup> Edition (2008). Review Chapter 1, pages 7-8. Read Chapter 15, pages 351-365; Chapter 23, Chapter 25, pages 592-599; Chapter 40, page 947, Box 40-2.

Stanhope and Lancaster, 8<sup>th</sup> Edition (2012). Review Chapter 1, pages 7-8. Read Chapter 18, pages 398-419; Chapter 22, pages 483 – 506; Chapter 26, pages 593-594; Chapter 28, pages 637 – 644; Chapter 40, page 880.

#### **LEARNING ACTIVITIES:**

- Given a sample caseload, determine appropriate referral, record keeping and management strategies. This exercise will help participants to apply principles of time management, epidemiology, and risk management.
- Facilitated dialogue related to safe practices in home visiting.