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CE 1

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Case Management: A Look Back, A Plan Forward!

1. **Some of the changes in health care include:**
 - a. Rising costs
 - b. Reduced length of stay
 - c. Multiple levels of care
 - d. All of the above
2. **Technology has impacted health care delivery by improving quality and outcomes but has raised costs.**
 - a. True
 - b. False
3. **The health care delivery system has remained a patriarchal system with the physician being the primary decision maker.**
 - a. True
 - b. False
4. **Professional Standards Review Organizations were introduced to:**
 - a. Monitor care
 - b. Improve quality
 - c. Control costs
 - d. All of the above
5. **Utilization review was introduced as part of Professional Standards Review Organizations to make sure care was medically necessary.**
 - a. True
 - b. False
6. **Professional Standards Review Organizations did not contain costs, and in 1980 health care expenditures rose to be what percent of the GDP?**
 - a. 5%
 - b. 6.3%
 - c. 7.2%
 - d. 8.9%
7. **In 2020, health care expenditures were what percent of GDP?**
 - a. 15.5%
 - b. 17.8%
 - c. 19.7%
 - d. 21.2%
8. **Case management was introduced when medical care moved from passive review to active management of patients' hospital stay.**
 - a. True
 - b. False
9. **Initially case management was able to do which of the following?**
 - a. Streamline processes
 - b. Scrutinize medical necessity
 - c. Decrease length of stay
 - d. All of the above
10. **As patients were being discharged from the hospital "quicker and sicker," complex care coordination was required with a team approach.**
 - a. True
 - b. False
11. **Changes to health care in the 21st century include:**
 - a. Major shift to outpatient care
 - b. Focus on wellness not just illness
 - c. Changes in regulations
 - d. All of the above

12. **Case managers are focusing efforts on data analytics and information technology to leverage information about population health and social determinants of health.**
 - a. True
 - b. False

CE 2

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HIPAA (Part 1): What Is It and Why Should I Care?

1. **The Health Insurance Portability and Accountability Act (HIPAA) does the following:**
 - a. Protects the privacy of a patient's health information
 - b. Gives patients the right to receive and review their health records
 - c. Includes standards for setting up and maintaining secure electronic health records
 - d. All of the above
2. **The five elements of Title II of HIPAA include:**
 - a. Privacy Standard
 - b. Security Rule
 - c. Enforcement Rule
 - d. All of the above
3. **The themes of HIPAA include:**
 - a. Health insurance portability
 - b. Patient access
 - c. Protection
 - d. All of the above
4. **The primary purpose of the administrative simplification section of HIPAA was to save money.**
 - a. True
 - b. False
5. **The administration simplification section required which of the following?**
 - a. Standardized record formats
 - b. Standardized code sets
 - c. Standardized identifiers
 - d. All of the above
6. **HIPAA covers which records/communications?**
 - a. Electronic records
 - b. Paper records
 - c. Fax documentation
 - d. All of the above
7. **A major goal of the Privacy Rule is to guarantee the protection of an individual's health information.**
 - a. True
 - b. False
8. **Protected health information includes:**
 - a. Name
 - b. Demographic information
 - c. Health plan identifying information
 - d. All of the above
9. **Covered entities are permitted to use protected health information without authorization for treatment, payment, health care operations, and for public interest and benefit activities.**
 - a. True
 - b. False

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10. Covered entities must develop policies and procedures that restrict access and use of protected health information based on rules of the workforce in question.
- a. True
 - b. False
11. Although the relationship between state laws and HIPAA are complicated, a state law is “more stringent” than HIPAA when the state law:
- a. Gives the person greater rights
 - b. Prohibits or restricts a disclosure that would be allowed under HIPAA
 - c. Narrows the scope or duration of an authorization
 - d. All of the above
12. HIPAA is enforced by which of the following?
- a. Department of Justice
 - b. Department of Homeland Security
 - c. Office of Civil Rights, Department of Health and Human Services
 - d. Individual states

CE 3

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The Post-COVID Pathway to Resilience in Case Managers

1. The COVID pandemic has transformed our lives in the following ways:
- a. More time to think
 - b. Different ways of living and working
 - c. Different viewpoints about the future
 - d. All of the above
2. How many people across the globe have died of COVID?
- a. more than 4 million
 - b. more than 5 million
 - c. more than 6 million
 - d. more than 7 million
3. As we look toward the future, the pandemic has given us time to:
- a. Reflect
 - b. Restructure
 - c. Rebuild
 - d. All of the above

4. Which of the following individuals are at highest risk for getting sick from COVID?
- a. Individuals with chronic disease
 - b. Children
 - c. Adults who are older than 65 years of age
 - d. All of the above
5. Research has shown that food choices can shape our destiny.
- a. True
 - b. False
6. By making simple lifestyle changes we can:
- a. Resist pathogens
 - b. Live a robust life
 - c. Have a healthier society
 - d. All of the above
7. The pandemic has taken a toll on the physical and mental health of health care workers.
- a. True
 - b. False
8. As case complexity increased, health care workers experienced moral distress, which is characterized by:
- a. Shame
 - b. Guilt
 - c. Negative thoughts about self
 - d. All of the above
9. Health care workers experiencing stress might also experience:
- a. Job dissatisfaction
 - b. Depression
 - c. Sleep problems
 - d. All of the above
10. The polyvagal theory is the description of the autonomic nervous system specific to the vagal pathways that are influenced by the central nervous system regulating the face-heart connection.
- a. True
 - b. False
11. Techniques to increase vagal tone and to calm the nervous system include:
- a. Mindful breathing
 - b. Singing, humming, gargling
 - c. Meditation
 - d. All of the above
12. Case managers must take care of themselves to ensure that their clients get the very best care.
- a. True
 - b. False

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exam I Case Management: A Look Back, A Plan Forward

Objectives:

1. State three changes that have impacted health care.
2. Describe the evolution of health care delivery and Professional Standards Review Organizations to the present.
3. Describe how case managers have impacted the delivery of health care.

Please indicate your answer to the exam questions on the preceding page by filling in the letter:

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____ 11. _____ 12. _____

exam II HIPAA (Part 1): What Is It and Why Should I Care?

Objectives:

1. State the purpose of the Health Insurance Portability and Accountability Act (HIPAA).
2. State four types of records/communications covered by HIPAA.
3. List five categories of information protected under the HIPAA Privacy Rule.

Please indicate your answer to the exam questions on the preceding page by filling in the letter:

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____ 11. _____ 12. _____

exam III The Post-COVID Pathway to Resilience in Case Managers

Objectives:

1. List three ways the COVID pandemic has transformed our lives.
2. Describe the polyvagal theory.
3. List four simple techniques to lower stress.

Please indicate your answer to the exam questions on the preceding page(s) by filling in the letter:

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____ 11. _____ 12. _____

Continuing Education Program Evaluation Please indicate your rating by circling the appropriate number using a scale of 1 (low) to 5 (high).

	exam I	exam II	exam II
1. The objectives were met.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
2. The article was clear and well organized.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
3. The topic was both relevant and interesting to me.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
4. The amount and depth of the material was adequate.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
5. The quality and amount of the graphics were effective.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
6. I would recommend this article.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
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