

# Care Excellence

Case Management Education

*for hospitals*

**Care Excellence** provides a flexible approach to training new or experienced care managers, and those who manage care managers.

- Real-world curriculum
- Developed by industry experts
- Effective and cost-efficient for organizations
- Provides RN and SW CEs

### Four courses, in-person at your site

**Care Excellence Leadership Series'** four face-to-face days give leaders of care managers on-point tools for retaining and engaging staff, improving team performance and driving innovation. The courses teach supervisors, managers, and others in hospital leadership roles how to effectively supervise and mentor their care managers.

Conducted totally at your site, these lively, exchange-filled and experiential one-day sessions will give you new tools to enhance staff orientation and onboarding, improve staff satisfaction, decrease turnover, reduce burnout and launch even more improved outcomes through team effectiveness.

### Best Practices for Improved Outcomes

This one-day, interactive in-person course focuses on key aspects of effective leadership in the hospital setting:

- Collaboration and Brainstorming
- Understanding and Utilizing Quality and Performance Standards Data
- Problem Solving and Critical Thinking
- Communication: Open Dialogue and Cross Discipline Learning, and more!

### Mentorship

Designed specifically for supervisors, leaders, and others responsible for nurturing the professional development of their case managers, this curriculum explores various aspects of mentoring:

- Understanding Mentorship
- Creating Assurances for Success
- Role Modeling, and more!

### Leadership

During this day, explore types and examples of leadership, characteristics, and approaches for working with people:

- Influence, Power, and Persuasion
- Hiring Practices: Screening for Potential
- Improving Job Satisfaction and Reducing Turnover, and more!

### Innovation

This one-day session is packed with interactive exercises that, with your colleagues and peers, will define creativity, creative intelligence, and innovation, and teach you how to discover innovative talent in your teams or team members:

- Fostering Innovation
- Education
- Collaboration, and more!



Call the **Care Excellence** team at 760-750-7285, to learn about bringing the **Leadership Series** to your organization!  
[careexcellence.org](http://careexcellence.org)