

Frequently Asked Question
Case Management

Area	Question	Answer
Peer Review	What should the process include?	<p>Peer review is an evaluation of a person's work or performance by an individual or group of people in the same occupation, profession, or industry.</p> <p>Use the process that is currently in place if you are employed in a facility that currently conducts peer review (such as a hospital or FQHC). A Physician Assistant or a Nurse Practitioner can consult with an MD; a nurse with a nurse; MD to MD for a peer review. Outside of a peer review, there is really no other way to measure the quality of care; it is important for this to occur. It is important to note that this is more of a consultation, rather than a traditional, formal review that you might encounter in a hospital. It is not meant to be punitive. There is no specific percentage of charts that need to be reviewed. Traditionally it is 10%/year.</p>
Psychosocial Assessment	Usually a case manager completes this and not a medical provider	HIV Clinical Guidelines April 2013 require that the medical provider perform an initial assessment. If needed the patient can be referred to a case manager. This assessment does not have to be lengthy; it can be a checklist, survey, etc.
Smoking Cessation	What defines “smoking cessation counseling”?	<p>Clinicians should address the social, financial, and emotional issues surrounding tobacco use, in addition to the health impacts associated with use. Counseling includes talking to the client about quitting smoking. Assess which state of change are they in (pre-contemplation, contemplation, etc.)? Give information appropriate to the stage of change they are in. For example, if they are in contemplation, give information on medication to assist in quitting and education on any other supportive services available to them. There are several resources on counseling/toolkits online; one of which is located at https://www.ashp.org/DocLibrary/Policy/Tobacco/Educational-Kit.aspx</p>