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CMSA's Integrated Case Management Feb 10 2021 Written by case managers for case managers, this reference manual for nurses and other health professionals presents a CMSA tested approach towards systematically integrating physical and mental health case management principles and assessment tools. Since the health care field has undergone major changes such as the passing of the Patient Protection and Affordable Care Act, Mental Health Parity, Transition of Care & Chronic Care Management and the Medicare Act and CHIP Authorization Act (MACRA), health care workers must competently know how to integrate those new regulations, describe alternative payment options, and implement requirements for greater patient and family assessment, care planning, and care coordination in their practice. CMSA's Integrated Case Management delves into the role of the case manager and unpacks how case managers assess and treat complex patients. These are patients who may be challenged with medical and behavioral conditions, poor access to care services, as well as chronic illnesses and disabilities, and require multidisciplinary care to regain health and function. With a wealth of information on regulatory requirements, new models of care, integration of services, digital and telemedicine, and new performance measures that are clearly defined for nurses in nursing terminology, chapters outline the steps needed to begin, implement, and use the interventions of the Integrated Case Management approach. All content aligns with the newly revised 2017 Model Care Act, CMSA Standards of Practice 2016 as well as the CMSA Core Curriculum for Case Management Third Edition. Commerce, Justice, Science, and Related Agencies Appropriations for 2011 Jul 06 2020 Building IBM Enterprise Content Management Solutions From End to End Mar 26 2022 IBM®Enterprise Content Management (ECM) solutions provide efficient and effective ways to capture content, manage the content and business processes, discover insights from the content, and derive actions to improve business processes, products, and services. This IBM Redbooks®publication introduces and highlights some of the IBM ECM products that can be implemented and integrated together to create end-to-end ECM solutions: IBM Case Manager IBM Datacap IBM Content Manager OnDemand IBM Enterprise Records IBM WatsonTM Content Analytics IBM Content Classification For each product involved in the ECM solution, this IBM Redbooks publication briefly describes what it is, its functions and capabilities, and provides step-by-step procedures for installing, configuring, and implementing it. In addition, we provide procedures for integrating these products together to create an end-to-end ECM solution to achieve the overall solution objectives. Not all of the products are required to be integrated into an ECM solution. Depending on your business requirements, you can choose a subset of these products to be built into your ECM solutions. This book serves as a hands-on learning guide

for information technology (IT) specialists who plan to build ECM solutions from end-to-end, for a proof of concept (PoC) environment, or for a proof of technology environment. For implementing a production-strength ECM solution, also refer to IBM Knowledge Center, IBM Redbooks publications, and IBM Software Services.

The Integrated Case Management Manual Jul 30 2022 Designated a Doody's Core Title! An ideal reference guide for case managers who work with complex, multimorbid patients, The Integrated Case Management Manual helps readers enhance their ability to work with these patients, learn how to apply new evidence-based assessments, and advocate for improved quality and safe care for all patients. This text encourages case managers to assess patients with both medical and mental health barriers to improvement in order to coordinate appropriate integrated health interventions and treatment planning. Built upon the goals and values of the Case Management Society of America (CMSA), this manual guides case managers through the process of developing new and important cross-disciplinary skills. These skills will allow them to alter the health trajectory of some of the neediest patients in the health care system. Key Features: Tools and resources for deploying an Integrated Health Model (physical and mental health treatment) to the medically complex patient Complexity assessment grids: a color-coded tool for tracking patient progress and outcomes throughout the trajectory of the illness Methods for building collaborative partnerships in emerging models of care delivery within multidisciplinary health care teams Strategies for using an integrated case management approach to improve efficiency, effectiveness, accountability, and positive outcomes in clinical settings Guidance on connecting multi-disciplinary teams to assist with health issues in the biological, psychological, and social domains to overcome treatment resistance, reduce complications, and reduce cost of care

Data Management Solutions Using SAS Hash Table Operations May 04 2020 Hash tables can do a lot more than you might think! Data Management Solutions Using SAS Hash Table Operations: A Business Intelligence Case Study concentrates on solving your challenging data management and analysis problems via the power of the SAS hash object, whose environment and tools make it possible to create complete dynamic solutions. To this end, this book provides an in-depth overview of the hash table as an in-memory database with the CRUD (Create, Retrieve, Update, Delete) cycle rendered by the hash object tools. By using this concept and focusing on real-world problems exemplified by sports data sets and statistics, this book seeks to help you take advantage of the hash object productively, in particular, but not limited to, the following tasks: select proper hash tools to perform hash table operations use proper hash table operations to support specific data management tasks use the dynamic, run-time nature of hash object programming understand the algorithmic principles behind hash table data look-up, retrieval, and aggregation learn how to perform data aggregation, for which the hash object is exceptionally well suited manage the hash table memory footprint, especially when processing big data use hash object techniques for other data processing tasks, such as filtering, combining, splitting, sorting, and unduplicating. Using this book, you will be able to answer your toughest questions quickly and in the most efficient way possible!

E-Business Managerial Aspects, Solutions and Case Studies Oct 21 2021 "This book provides a discussion of the managerial aspects, solutions and case studies related to e-business, disseminating current achievements and practical solutions and applications"--Provided by publisher.

The Integrated Case Management Manual Jun 16 2021 Thoroughly revised and updated since its initial publication in 2010, the second edition of this gold standard guide for case managers again helps readers enhance their ability to work with complex, multimorbid patients, to apply and document evidence-based assessments, and to advocate for improved quality and safe care for all patients. Much has happened since Integrated Case Management (ICM), now Value-Based Integrated Case Management (VB-ICM), was first introduced in the U.S. in 2010. The Integrated Case Management Manual: Valued-Based Assistance to Complex Medical and Behavioral Health Patients, 2nd Edition emphasizes the field has now moved from " complexity assessments" to " outcome achievement" for individuals/patients with health complexity. It also stresses that the next steps in VB-ICM must be to implement a standardized process, which documents, analyzes, and reports the impact of VB-ICM services in removing patient barriers to health improvement, enhancing quality and care coordination, and lowering the financial impact to patients, providers, and employer groups. Written by two expert case managers who have used VB-ICM in their large fully disseminated VB-ICM program and understand its practical deployment and use, the second edition also includes two authors with backgrounds as physician support personnel to case managers working with complex individuals. This edition builds on the consolidation of biopsychosocial and health system case management activities that were emphasized in the first edition. A must-have resource for anyone in the field, The Integrated Case Management Manual: Value-Based Assistance to Complex Medical and Behavioral Health Patients, 2nd Edition is an essential reference for not only case managers but all clinicians and allied personnel concerned with providing state-of-the-art, value-

based integrated case management.

Department of Homeland Security Appropriations for 2009 Nov 29 2019

Records Management For Dummies Jul 26 2019 Here's what you should know to manage data records efficiently With proper electronic data management, your business can lower costs, improve efficiency, eliminate duplication, and be protected in the event of a lawsuit. This book provides an overview of records management solutions and implementation strategies in plain, non-technical English. Step-by-step instructions show you how to begin managing records and information and how to maintain the program once you have it established. Sample forms for inventory, scheduling, and necessary documentation are also available on the companion website. Electronic records management offers cost savings, greater efficiency, and protection in case of legal action; this book gets you started on an effective data management system This plain-English guide helps you determine what constitutes a record, shows you how to inventory records and create an efficient way to file both electronic and paper copies, and explains how to create a retention schedule Walks you through switching to electronic record-keeping, what to look for in a records management system, implementing best practices, ensuring that your system will stay current, and using the system effectively Helps you assure that the destruction of any sensitive information is conducted and documented correctly Records Management For Dummies helps your business save money and improve efficiency with effective electronic records management.

How Knowledge Workers Get Things Done Mar 14 2021 Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. How Knowledge Workers Get Things Done describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, and many others who have to think for a living. These are people who figure out what needs to be done, at the same time that they do it, and there is a new approach to support this presents the logical starting point for understanding how to take advantage of ACM. Keith Swenson points out, "We are seeing a fundamental shift in our workforce, and in the ways they need to be managed. Not only are companies engaging their customers in new ways, but managers are engaging workers in similarly transformed ways." In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows the ground-breaking ACM publications, Taming the Unpredictable and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews.

Best Practices for Knowledge Workers Jan 24 2022 Best Practices for Knowledge Workers describes ACM in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. You will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. As Sandy Kemsley points out in her foreword: As adaptive case management (ACM) systems mature, we are moving beyond simple systems that allow knowledge workers to define ad hoc processes, to creating more intelligent systems that support and guide them. Knowledge workers still need to dynamically add information, define activities and collaborate with others in order to get their work done, but those are now just the table stakes in a world of big data and intelligent agents. To drive innovation and maintain operational efficiencies, we need to augment case work – typically seen as relying primarily on human intelligence – with machine intelligence. In other words, we need intelligent ACM. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews.

The Case Manager's Survival Guide Nov 09 2020 This practical, "hands-on" guide includes vital information

every case manager and administrator of a case management program need to be successful. A useful resource for working in the changing face of healthcare, it addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs. Focusing on the "nuts and bolts" aspects of case management, it discusses the operations of case management programs based on the authors' first hand experiences. Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information. Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions. Key points at the end of each chapter summarize pertinent information. Appendices provide extensive examples of forms and multi-disciplinary action plans used in various healthcare settings. Six new chapters have been added on Utilization Management (Chapter 5), Transitional Planning (Chapter 6), Disease Management (Chapter 7), Application of Legal Concepts in Case Management Practice (Chapter 17), Ethical Issues in Case Management (Chapter 18), and Internet Resources and Case Management (Chapter 19). Content on Financial Reimbursement Systems has been expanded to cover community case management issues such as the new community reimbursement systems for ambulatory, home, and long-term care. Information on community-based models is covered in more detail in response to growth in this area - including managed care, telephonic, rehabilitation, sub-acute, and long-term and emergency department case management. The chapter on Skills for Successful Case Management has been expanded to include a discussion of additional skills such as clinical reasoning, cost-effectiveness, and negotiation among others. Content on Developing Case Management Plans has been updated to include more content on community plans and a detailed review of the types of case management plans, including algorithms. The chapter on Quality Patient Care has been updated to include an historical review, minimum data sets, report cards, and the relationships between outcomes and quality. Quality indicators and organizations across the continuum are included. Appendices have been expanded to include community-based case management plans, home care plans, and long term care plans.

ECIME 2015-9th European Conference on IS Management and Evaluation Dec 11 2020 The 9th European Conference on Information Management and Evaluation (ECIME) is being hosted this year by the University of the West of England, Bristol, UK on the 21-22 September 2015. The Conference Chair is Dr Elias Pimenidis, and the Programme Chair is Dr Mohammed Odeh both from the host University. ECIME provides an opportunity for individuals researching and working in the broad field of information systems management, including IT evaluation to come together to exchange ideas and discuss current research in the field. This has developed into a particularly important forum for the present era, where the modern challenges of managing information and evaluating the effectiveness of related technologies are constantly evolving in the world of Big Data and Cloud Computing. We hope that this year's conference will provide you with plenty of opportunities to share your expertise with colleagues from around the world. The keynote speakers for the Conference are Professor Haris Mouratidis, from the School of Computing, Engineering and Mathematics, University of Brighton, UK who will address the topic "Rethinking Information Systems Security", Dr Mohammed Odeh, from the University of the West of England, Bristol, UK and Dr. Mario Kossmann from Airbus, UK who will talk about "The Significance of Information Systems Management and Evaluation in the Aerospace Industry' ECIME 2015 received an initial submission of 55 abstracts. After the double-blind peer review process 28 academic Research papers, 5 PhD Research papers, 1 Masters Research paper and 3 Work in Progress papers have been accepted for these Conference Proceedings. These papers represent research from around the world, including Austria, Botswana, Cyprus, Czech Republic, Ireland, Japan, Kuwait, New Zealand, Norway, Poland, Portugal, Slovakia, Russia, South Africa, South Korea, Sweden, The Netherlands, UK and the USA.

The Leader's Guide to Hospital Case Management Jul 18 2021 This text will address the role of the hospital case manager from a busniess perspective rather than a nursing perspective. Will engage all areas that are involved with the health care system, in pursuit of global objectives on behalf of every stakeholder.

Advanced Case Management with IBM Case Manager Apr 26 2022 Organizations face case management challenges that require insight, responsiveness, and collaboration. IBM®Case Manager, Version 5.2, is an advanced case management product that unites information, process, and people to provide the 360-degree view of case information and achieve optimized outcomes. With IBM Case Manager, knowledge workers can extract critical case information through integrated business rules, collaboration, and analytics. This easy access to information enhances decision-making ability and leads to more successful case outcomes. IBM Case Manager also helps capture industry preferred practices in frameworks and templates to empower business users and accelerate return on investment. This IBM Redbooks®publication introduces the case management concept. It includes the reason for and benefits of case management, and why it is different from the traditional business process management or content management. In addition, this book addresses how you can design

and build a case management solution with IBM Case Manager and integrate that solution with external products and components. This book is intended to provide IT architects and IT specialists with the high-level concepts of case management and the capabilities of IBM Case Manager. It also serves as a practical guide for IT professionals who are responsible for designing, building, customizing, and deploying IBM Case Manager solutions.

Taming the Unpredictable Jan 12 2021 Taming the Unpredictable Real World Adaptive Case Management: Case Studies and Practical Guidance "The most valuable assets of a 20th-century company were its production equipment. The most valuable asset of a 21st-century institution, whether business or non-business, will be its knowledge workers and their productivity." Peter F Drucker The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. Taming the Unpredictable presents the logical starting point for understanding how to take advantage of ACM. This book goes beyond talking about concepts, and delivers actionable advice for embarking on your own journey of ACM-driven transformation. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, legal services, and healthcare, you will find instructive examples for how to transform your own organization.

IBM Enterprise Content Management Mobile Application Implementation Sep 07 2020 IBM®Enterprise Content Management (ECM) software enables the world's top companies to make better decisions, faster. By controlling content, companies can use industry-specific solutions to capture, manage, and share information. Successful organizations understand that business content matters more than ever as mobile, social, and cloud technologies transform their business models. This IBM RedpaperTM publication introduces the mobile functionality offered in IBM Enterprise Content Management products: IBM Content Navigator, IBM Case manager, and IBM Datacap Mobile. This paper covers key security considerations for mobile application deployments. Many organizations are concerned about the usage of mobile devices for business use and the risk to enterprise data leakage. Mobile technology and mobile security practices have evolved to provide enterprises with all the tools they need to properly secure and manage mobile deployments. As with any best practices or tools, organizations must adopt and implement them for mobile solutions and mobile security to be effective. This paper provides the reader with a deeper look into each one of the IBM ECM mobile offerings and a full description of their current capabilities; using an end-to-end sample scenario covers a commercial real estate loan process. This paper is intended for both executives and technical staffs who are interested in obtaining a quick understanding of the mobile capabilities offered in the IBM Content Management portfolio and the application development functionality.

Case Management Jun 04 2020

Advanced Case Management Jun 28 2022 This overview of issues pertinent to case management in the social services illustrates the diversity of innovative approaches which have been developed. These include: new forms of outreach and assessment; alternative methods for engaging family members and natural supports; and strategies attuned to the needs of culturally diverse constituencies. The degree to which existing services are available to meet clients' needs, and variations in service philosophies and resources are among the issues discussed. Examples from many practice settings illustrate the adaptability of case management.

Case Management of Long-term Conditions Dec 23 2021 The importance of appropriate and effective management of patient with long term chronic conditions cannot be underestimated. Case Management of Long-Term Conditions aims to provide all appropriate practitioners (including nurses, pharmacists, physiotherapists, and social care practitioners) who might be involved in delivery of proactive case management with a practical understanding of how their knowledge and skills can be utilised to improve outcomes for people with chronic long-term conditions. The text contains some broad reflections on care and service delivery based on reviews of evidence and views from clinicians in the use of these skills and competencies to deliver improved outcomes for clients.

Intelligent Adaptability Mar 02 2020 Intelligent Adaptability describes how ACM is emerging in the era of machine intelligence and automation technologies, including Big Data, digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. WfMC Chair, Keith Swenson states; " A platform for digital transformation brings a number of different capabilities together: processes, agents, integration, analytics, decisions, and—perhaps most important—case management." In this book, you will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent adaptability, where technology doesn't replace human decision-making but extends the reach of the knowledge worker; making data

actionable. In award-winning case studies covering industries as a diverse as law enforcement, public safety, transportation, insurance, banking, state services and healthcare, you will find instructive examples for how to transform your own organization. Leading industry analysts study the awards entries for emerging industry trends. Read the chapter, The Seven Trends Impacting The Case Management Landscape by Connie Moore, Digital Clarity Group. This important book follows these ground-breaking best-sellers on ACM; Best Practices for Knowledge Workers, Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples.

Department of Homeland Security Appropriations for 2009, Part 1B, 110-2 Hearings Dec 31 2019

Oracle Case Management Solutions Nov 02 2022 Case management is an umbrella phrase that covers planning and execution of planned and unplanned activities by an organization with a goal to resolve a value-yielding outcome for end customers. Oracle recently completed its BPM technology stack with broad case management functionality and is now able to deliver case management capabilities in a variety of flavors that combine packaged applications and middleware technology. The book translates case management from a business problem perspective into appropriate Oracle product usage–explaining how to conceptualize and implement quality case management solutions with these products.

Advanced Case Management with IBM Case Manager Aug 31 2022

Business Process Management Workshops May 16 2021 This book constitutes the thoroughly refereed post-workshop proceedings of nine international workshops held in Hoboken, NJ, USA, in conjunction with the 8th International Conference on Business Process Management, BPM 2010, in September 2010. The nine workshops focused on Reuse in Business Process Management (rBPM 2010), Business Process Management and Sustainability (SusBPM 2010), Business Process Design (BPD 2010), Business Process Intelligence (BPI 2010), Cross-Enterprise Collaboration, People, and Work (CEC-PAW 2010), Process in the Large (IW-PL 2010), Business Process Management and Social Software (BPMS2 2010), Event-Driven Business Process Management (edBPM 2010), and Traceability and Compliance of Semi-Structured Processes (TC4SP 2010). In addition, three papers from the special track on Advances in Business Process Education are also included in this volume. The overall 66 revised full papers presented were carefully reviewed and selected from 143 submissions.

Advanced Practice Nursing Jan 30 2020 Survive and thrive as an APN! Meet all the challenges of professional practice—whatever your specialty or environment. Noted nursing professionals and educators explore all of the non-clinical roles and responsibilities of an Advanced Practice Nurse and chart a course that enables you to meet them successfully. You'll follow the evolution of the APN's role from a historical perspective to the present and examine the issues and challenges you'll encounter in the future.

The Internet of Things and Big Data Analytics Oct 28 2019 This book comprehensively conveys the theoretical and practical aspects of IoT and big data analytics with the solid contributions from practitioners as well as academicians. This book examines and expounds the unique capabilities of the big data analytics platforms in capturing, cleansing and crunching IoT device/sensor data in order to extricate actionable insights. A number of experimental case studies and real-world scenarios are incorporated in this book in order to instigate our book readers. This book Analyzes current research and development in the domains of IoT and big data analytics Gives an overview of latest trends and transitions happening in the IoT data analytics space Illustrates the various platforms, processes, patterns, and practices for simplifying and streamlining IoT data analytics The Internet of Things and Big Data Analytics: Integrated Platforms and Industry Use Cases examines and accentuates how the multiple challenges at the cusp of IoT and big data can be fully met. The device ecosystem is growing steadily. It is forecast that there will be billions of connected devices in the years to come. When these IoT devices, resource-constrained as well as resource-intensive, interact with one another locally and remotely, the amount of multi-structured data generated, collected, and stored is bound to grow exponentially. Another prominent trend is the integration of IoT devices with cloud-based applications, services, infrastructures, middleware solutions, and databases. This book examines the pioneering technologies and tools emerging and evolving in order to collect, pre-process, store, process and analyze data heaps in order to disentangle actionable insights.

Compendium on Enterprise Resource Planning Aug 26 2019 This book explains the functional scope, the data model, the solution architecture, the underlying engineering concepts, and the programming model of SAP S/4HANA as the most well-known enterprise resource planning (ERP) system. The approach is to start with general concepts and then to proceed step-by-step to concrete implementations in SAP S/4HANA. In the first part the reader learns about the market view of ERP solutions and vendors. The second part deals with the business processes for sales, marketing, finance, supply chain, manufacturing, services, procurement, and

human resources which are covered with SAP S/4HANA. In the third part the underlying concepts of SAP S/4HANA are described, for example in-memory storage, analytics and search, artificial intelligence, process and data integration, security and compliance, lifecycle management, performance and scalability, configuration and implementation. The book is concluded with a final chapter explaining how to deploy an appliance to explore SAP S/4HANA. The target audience for the book are managers and business analysts who want to understand the market situation and future ERP trends, end users and process experts who need to comprehend the business processes and the according solution capabilities provided with SAP S/4HANA, architects and developers who have to learn the technical concepts and frameworks for enhancing SAP S/4HANA functionality, and consultants and partners who require to adopt and configure SAP S/4HANA.

Delivering the Customer-centric Organization Sep 27 2019 Customer-centric organizations are concerned about shrinking volumes of business, stiffer competition and ever-more demanding consumer expectations which have increased pressure on the bottom line. The ability to successfully manage the customer value chain across the life cycle of a customer is the key to the survival of any company today. Business processes must react to changing and diverse customer needs and interactions to ensure efficient and effective outcomes. This important book looks at the shifting nature of consumers and the workplace, and how BPM and associated emergent technologies will play a part in shaping the companies of the future. BPM's promises are real, but the path to success is littered with pitfalls and shortcuts to failure. Best practices can help you avoid them. If you are just embarking on using its methods and tools, these authors have a wealth of experience to learn from and build on. Whether you are a business manager or an Information Technology practitioner, this special collection will provide valuable information about what BPM can do for you-and how to apply it.

Business Process Management Aug 19 2021 This book constitutes the proceedings of the 10th International Conference on Business Process Management, BPM 2012, held in Tallinn, Estonia, in September 2012. The 17 regular papers and 7 short papers included in this volume were carefully reviewed and selected from 126 submissions. The book also features two keynote lectures which were given at the conference. The papers are organized in topical sections named: process quality; conformance and compliance; BPM applications; process model analysis; BPM and the cloud; requirements and performance; process mining; and refactoring and optimization.

Commerce, Justice, Science, and Related Agencies Appropriations for 2011, Part 1A, 111-2 Hearings Aug 07 2020

Effective Anti-Social Behaviour (ASB) Case Management Principles Jun 24 2019 Being an ASB officer is incredibly exciting and rewarding but it's not always easy. An ASB officer's role is often underestimated and little support is currently available. There are no entry requirements for the profession. Induction and training programmes are often lacking or all too brief. Often, new officers are handed a caseload and expected to muddle their way through. Whilst officers strive to do their best, a lack of base-level knowledge can result in poor practice and untimely and indecisive action, leading to cases being open much longer than necessary and harm to victims being prolonged. Experience of working with many organisations has also shown that those who provide the best ASB service have things in common: they understand exactly what ASB is, conduct thorough investigations, manage risk effectively, truly work in partnership with other agencies and use the complete toolkit when deciding on action. The purpose of this book is to try to fill some of these gaps. It provides a comprehensive introduction to the five stages of ASB case management: report, investigation, action, monitor and close. It busts some of the common myths and misconceptions that prevent officers from progressing cases and resolving the problems. It is written in a user-friendly manner, using examples to illustrate key points. It would provide an excellent, off-the-shelf, introduction for anyone new to ASB, as well as a useful reference tool for more experienced officers. Whilst primarily tailored for officers tackling ASB in the social housing sector, much of the information contained would be equally useful for anyone managing private sector cases. It would also be useful for other partners who work with social housing providers and wish to know more about the work that they undertake.

Oracle Case Management Solutions Feb 22 2022 Organizations increasingly need to deal with unstructured processes that traditional business process management (BPM) suites are not designed to deal with. High-risk, yet high-value, loan origination or credit approvals, police investigations, and healthcare patient treatment are just a few examples of areas where a level of uncertainty makes outc

Open Source Customer Relationship Management Solutions Nov 21 2021 Inhaltsangabe:Introduction: In order to stay ahead of the competition companies are more and more forced to turn their attention to their real assets: their customers. Both, the value of the individual customer and the development of personalized relationships with them have made customer relationship management as one of the emerging topics in the

last years. Faced with the increased knowledge of the customers about existing product- and service offerings on the market, companies are more than ever required to develop specific customer knowledge in order to adapt their products and services according to the requirements of the customer. Customer relationship management is no longer something that only huge leading enterprises use in order to gain a competitive advantage. In the increased competitive landscape, it is now a necessity for survival even for small and medium-sized enterprises. Customer relationship management is a complex and difficult way of doing business. CRM means more than just installing a software or automating customer touch points. It is about the reinvention of a customer-oriented organization. According to the special requirements of small and medium-sized businesses, the degree of difficulty of the CRM approach even increased. The following Bachelor s Thesis reveals the overall importance of a customer relationship management system especially for small and medium-sized enterprises. In addition to the topic of CRM, the increasing importance and possibilities of open source software is revealed. The main research question consists of the idea if open source customer relationship management systems are able to fulfill the requirements of a CRM software. In order to be able to answer this question, the following Bachelor s Thesis made use of the literature available on the topics CRM, special requirements of small and medium-sized enterprises, and the topic of open source software. By revealing what a CRM have to fulfill in order to be classified as customer relationship management system according to the findings in the literature, various requirements are identified. In the next step, the three most popular open source CRM software systems Sugar CRM, vTiger, and OpenCRX are scrutinized under the criteria if they are able to fulfill the requirements defined in the previous steps. The conclusion discusses the previous findings and outlines the chances and limits of open source customer relationship management [...]

Investigations in the Workplace, Second Edition Apr 02 2020 The process of investigation is dynamic and fluid. The approach must be reasonable and the investigator flexible. However, in order to be successful, every investigation must have a meaningful purpose and be executed ethically and lawfully. Inevitably, employers must invest time, money, and patience to ensure they obtain demonstrable and actionable results. To achieve this and reduce the exposure to unnecessary business disruptions and litigation, every workplace investigation must by driven by process. Investigations in the Workplace, Second Edition provides both novice and experienced investigators with the most insightful and useful information available on the methods and processes for the proper and safe investigation of workplace crime and misconduct. Gleaned from Eugene Ferraro's nearly three decades of experience, the book is designed for easy reading and use—dispelling common myths and presenting new approaches, methods, and strategies. Revised and updated with more methods, techniques, and case studies, this powerful book also includes new diagrams, checklists, and visuals to help readers put the material in context and make their investigations soar. Each chapter begins with Key Learning Points and is supplemented with boxed Tips, Traps, and Common Mistakes. An exhaustive appendix includes a glossary of common investigative terms, sample surveillance and investigative reports, advice on digital evidence, and more. Investigations in the Workplace, Second Edition is a must-read for corporate investigators and security professionals, human resources and law enforcement personnel, attorneys, and anyone else tasked with conducting or supervising workplace investigations. Immediate Benefits: Strengthen your interviewing skills and gain valuable insight into the process of modern fact-finding Learn the latest techniques, methods and processes Discover how to build air-tight cases that can withstand the rigors of legal challenges Learn to conduct fast, efficient investigations and obtain the highest possible return on investment from every investigation. Get access to forms, checklists and other valuable tools to help you conduct efficient and professional investigations

IBM Enterprise Content Management and IBM Information Archive: Providing the Complete Solution Sep 19 2021 The need to archive information is on the rise, driven by content and data growth, regulatory compliance, legal discovery, and data protection requirements. The IBM®Smart Archive strategy is a comprehensive, unified, and integrated archive strategy that combines IBM software, systems, and service capabilities that are designed to help organizations extract value and to gain new intelligence from information by collecting, organizing, analyzing, and using that information. IBM Enterprise Content Management (ECM) products and offerings combined with the IBM Information Archive device provides the type of end-to-end Smart Archive solution that is a critical component of the IBM Smart Archive strategy. This IBM RedpaperTM publication focuses on the benefit and technical details of the integration of ECM products and offering with the Information Archive device. We explain the need and concept behind the IBM Smart Archive strategy, provide an overview of the Information Archive device and ECM products and offerings, and discuss how integrating them can benefit an organization. The technical details that we provide include integrating the Information Archive device with the following ECM products and offerings: -- IBM FileNet®P8 -- IBM Content Manager --

IBM Content Manager OnDemand The Information Archive for Email, Files, and eDiscovery solution comes with the preintegrated and preconfigured Information Archive device and the preinstalled ECM software. The paper introduces technical sales people and IT specialists to the IBM Smart Archive strategy and the integration of Information Archive and ECM products and offerings. At the same time, it provides IT specialists specific guidance about performing the integrations.

Solution-based Casework May 28 2022 Solution-based casework is an approach to assessment, case planning, and case management that combines what we know from clinical social work with what we value about sound social work practice. It is grounded in family-centered social work and draws from clinical approaches within social work and mental health. By integrating problem- and solution-focused approaches that form the clinical and social work traditions, treatment partnerships are more easily formed between family, caseworker, and service provider. Solution-Based Casework is a skill-based, practice-oriented text that provides the specific guidance that students and new practitioners need in order to make sense quickly of the complex tasks of assessment and case planning in child welfare. The book flows out of a long practice experience, and was developed in consultation with workers and supervisors who were attempting to remedy problems viewed as contributing to recurrent abuse and neglect. It seeks to end adversarial relationships in casework and advocates case plans based on specific outcome skills rather than on those written with vague outcome goals measuring attendance in counseling. It serves as a common conceptual framework for integrating disparate segments of a response network, thereby allowing all providers in a therapeutic system to work toward common goals. The text is divided into three sections. In Section I the conceptual history and theoretical foundations of solution-based casework are presented so that the reader can place this approach to casework within the ongoing professional conversation about what constitutes sound practice. Section II addresses issues of assessment and case planning. Section III focuses on case management issues and how treatment team members experience a solution-based casework approach.

Solution-Focused Case Management Oct 01 2022 "Blundo and Simon have successfully outlined how a solution-focused perspective can be a powerful tool for case managers. Their understanding and presentation are based upon practice scenarios that are real and applied....They clearly demonstrate the impact of 'thinking and language' and the importance of building a collaborative relationship with clients. Their work challenges the traditional theory-driven interventions that focus on problems and arrive at a diagnosis. They encourage a 'shift' to a coconstructive partnership that requires a practitioner to respect that clients are 'experts of their own lives'Ö.They provide a clear step-wise discussion of techniques and strategies that can be employed working with individuals and families in case management settings. This book is a must read." óLawrence T. Force, PhD, LCSW-R Professor of Psychology, Mount Saint Mary College, Newburgh, NY From the Foreword Solution-focused practice is a paradigm that stresses client abilities, strengths, and individual goals rather than disability. Written by a team of educatorñpractitioners noted for their expertise in solution-focused therapy, this "how-to" text for social work, counseling, and psychology students guides current and future case managers in learning this strengths-based, collaborative approach to case management. It discusses both the philosophical basis for solution-focused casework and demonstrates how it is ideally suited for the case management process. The book is based on teaching materials the authors have developed and used in their classes and workshops with undergraduate and graduate students and professionals. The text incorporates new research and theoretical developments in solution-focused therapy as well as actual practice scenarios demonstrating the process of building a collaborative relationship with individual clients and families. Replete with strategies and tools for practicing solution-focused case management, the text describes such essential skills as identifying goals, monitoring progress, working with other agencies, and transitioning out of treatment. It discusses issues related to ethical practice and presents strategies for self-care. Additionally, the book addresses diversity and social justice and their relationships to solution-focused practice. Student exercises help to reinforce knowledge. The text will assist case managers in a variety of settingsóhospitals, nursing homes, rehabilitation facilities, community-based mental health agencies, schools, prisons, court systems, and shelters for the homeless and victims of domestic violenceóto partner with their clients toward finding strengths-based and solution-focused approaches to resolving issues in a positive way. KEY FEATURES: Authored by noted experts in solution-focused education and practice Facilitates a reframing of casework and case management around client strengths and resources Provides specific case examples that allow readers to troubleshoot and apply solution-focused principles to practice Includes student exercises throughout the book

Business Process Management Cases Apr 14 2021 This book is the first to present a rich selection of over 30 real-world cases of how leading organizations conduct Business Process Management (BPM). The cases stem from a diverse set of industry sectors and countries on different continents, reporting on best practices and

lessons learned. The book showcases how BPM can contribute to both exploitation and exploration in a digital world. All cases are presented using a uniform structure in order to provide valuable insights and essential guidance for students and practitioners.

Common Cause: Shared Services for Human Resources Oct 09 2020 Collection of essays explore shared services in the human resources environment.