



# Medical Management in Today's TRICARE Environment

OCMO

Office of the Chief Medical Officer



## Medical Management Webinar Series

**DCO - TRAINING OPPORTUNITY**

*Topic: Case Management Data Capture*  
*Speaker: Ms. Derenda Lovelace, MSN, RN-BS, Cm*  
*Date: April 25, 2012*  
*Time: 2:00 – 3:00 p.m. (Eastern Time)*  
*Registration is free. Click here to register:*  
<https://www.onlineregistrationcenter.com/register.asp?m=250&c=807>

### **Objective:**

To update course attendees on current initiatives in Case Management at the Department of Defense (DoD) level including data quality, metrics and policy issues.

### **Intended Audience:**

All Military Treatment Facility healthcare personnel (i.e., nurses, providers, administrators, etc.) involved in Medical Management or anyone supporting Case Management services.

### **Description:**

This webinar will focus on Case Management Data Capture, to include:

- An overview of the impetus behind Case Management initiatives
- Identification of the three main DoD Focus Areas
- Discussion of the DoD Focus Areas
- Policy
- Metrics
- Data Quality- details of data quality input that course attendees need to implement at their MTFs including MEPRS, coding, etc.

### **Speaker Information:**

Ms. Lovelace is currently the Case Management (CM) Nurse Consultant in the Population Health, Medical Management and Patient Centered Medical Home (PHMM & PCMH) Division with the Office of the Chief Medical Officer (OCMO), TRICARE Management Activity (TMA). Her experience includes academic, clinical and leadership positions spanning the civilian, military and Veterans Administration (VA) health care sectors. After many years in the behavioral/mental health setting, she spent 15 ½ years at the Fort Lee, VA MEDDAC as the Medical Management Nurse Consultant. After completing her Master's program in Nursing Case Management, she

worked as the Operation Enduring Freedom/Operation Iraqi Freedom Registered Nurse Case Manager at the VA Hospital in Richmond, VA. She served as the Chairman for the annual Department of Defense (DoD)/VA CM Conference planning committee from 2008-2010. She is currently a member of the National CM Society of America (CMSA) and Central Virginia Chapter (CVC). She has served on several national CMSA committees and is a Past President for the CVC CMSA. In 2010, she received the national CMSA Award of Service Excellence. Ms. Lovelace is an American Nurses Credentialing Center (ANCC) Certified Case Manager, published author and speaker for local and national CM conferences. As the CM Nurse Consultant in the PHMM & PCMH Division, she serves as the subject matter expert for TMA CM initiatives and inquires. As a long term civilian federal employee, Ms Lovelace is committed to improving CM services to our country's Service members, Veterans and their families.

**Webinar Questions & Assistance:**

For questions related to this webinar, please contact:

Ms. Zinnia Amaya

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**Technical Information:** To participate in this training opportunity you will need a computer with a high-speed internet connection and a phone. The graphic portion of the presentation is viewed over the internet while the audio portion is conducted via a toll-free phone line.

**Required Equipment:** To attend this webinar, you must have high-speed access to the Internet and the following technical requirements: Windows 98 SE, 2000, XP or Vista; Internet Explorer 5.0 or higher or Mozilla Firefox 1.5 or Netscape Navigator 7.1 or AOL 9; Mac OS X 10.2, 10.3, 10.4; Safari 1.1 or Mozilla Firefox 1.5; Linux; Mozilla Firefox 1.5; Solaris; Mozilla 1.7; Additional requirements: Adobe Flash Player 8 or Adobe Flash Player 7 for Linux and Solaris.