

The changes in healthcare reimbursement and the increase in patients with complex needs and inadequate or no funding have created a huge workload for case managers and social workers, adds Cheri Bankston, RN, MSN, senior director of clinical advisory services for naviHealth, a Cardinal Health company.

“Case managers get so busy with day-to-day work that it’s hard to find time to stop and come up with a comprehensive plan, or they spend so much time on a complex discharge plan that their other tasks fall by the wayside. That’s why hospitals need someone who can coordinate the discharges of patients with complex needs and/or no resources,” she says.

Read the full article [here](#).