

This Exam Outline was developed to help you prepare for the knowledge exam.

This Exam Outline is not meant to cover all aspects of the knowledge exam, but to guide your preparation for questions that may occur in the knowledge exam.

Review:

- Definitions
 - Working in silos
 - Health literacy
 - Palliative/Hospice care
 - Teamwork
 - HCAHPS
 - Advocacy
 - Self-determination
 - Self-efficacy
 - Skilled Nursing Facility
 - Informed consent
- Medicare/Medicaid coverage
- Discharge planning
- NASW code of ethics
- Culturally sensitive/competent practice elements
- Abuse prevention
 - Rate of child abuse/neglect referrals
 - Most common types
 - Vulnerable adults
- Kubler-Ross stages of grief
- Care planning elements
- Insurance open enrollment
- Case Management Society of America standards
- Mental health exams with organic disease causes
- Goals of interdisciplinary teams
- Ethical practices
- Discharge planning components
- Suicide prevention, recognition, treatment
- Hospice/palliative care
- Appeal/review Quality Improvement Organization process