

UMNO EDUCATION DAY

Friday, October 15, 2004

**THEME: 15 Years of Utilization Management
Where we are going?**

Effective UM Strategies- Member Sharing/Story Telling

1. Please describe briefly your most successful story regarding effective UM Strategy.
2. How do you know this was or still is an effective solution?
3. How do you measure the effectiveness of the strategy? How do you keep focus on clinical outcomes and related client issues well integrated with this process? Please describe the evaluation process and the indicators used to demonstrate the success.
4. How did you involve the different stakeholders (Physicians, Nurses, Administration)?
5. Who determines, assigns and monitors accountability for specific utilization initiatives?
6. What do you think is the next step for your organization in terms of Utilization Management?