



# Do This, Not That: Clarifying Your Role as a Case Manager

Turenza Smith, PhD, LMSW

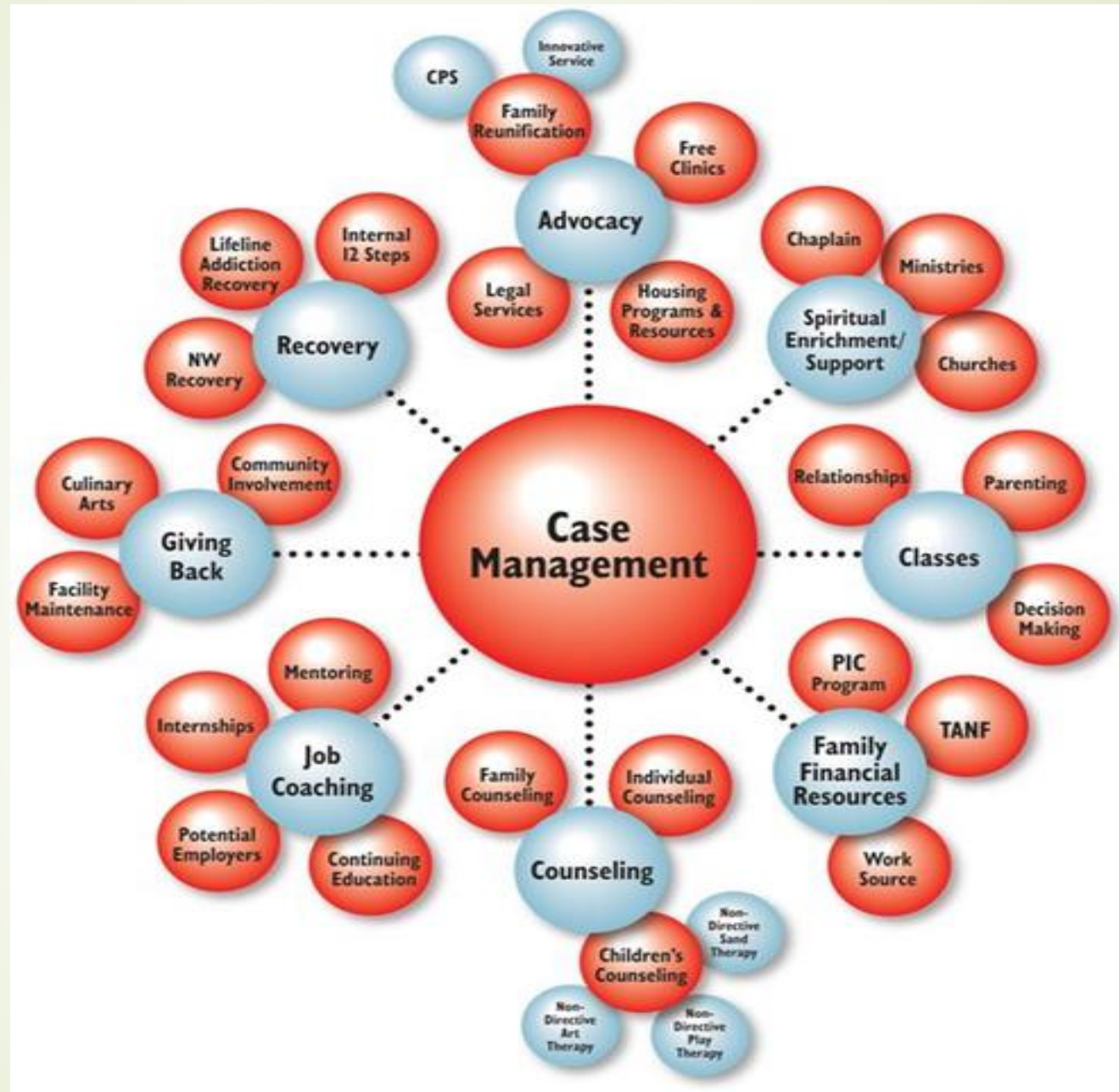
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# Case Manager- What is Your Setting?

- ▶ Public Health
- ▶ Hospice
- ▶ Private Insurance Companies
- ▶ Mental Health
- ▶ Addiction and Substance Abuse
- ▶ Criminal Justice
- ▶ Adult Protective Services
- ▶ Geriatrics (Nursing Homes, Assisted Living, Adult Day Care, etc.)
- ▶ Domestic Violence
- ▶ Homelessness
- ▶ Child Welfare
- ▶ Developmental Disabilities
- ▶ Education
- ▶ Health Care
- ▶ Veterans Services
- ▶ Vocational Rehabilitation Services
- ▶ Public Health Insurance





# Case Management by Definition:

- ▶ A method which aims for the continuity of services and quality care among specifically identified clientele in a context of efficient, effective and humane resource management (Phaneuf, 2008).
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# Role of the Case Manager

- □ To **coordinate** the care delivered to a group of patients;
- □ To **facilitate** communications between care providers and hierarchies;
- □ To **oversee** the follow-up of consultations and that they are linked to other services;
- □ To eliminate task and intervention duplication, to plan for care delivery, to implement the plans of care and to ensure their follow-up.

# Role of the Case Manager

## Within The System

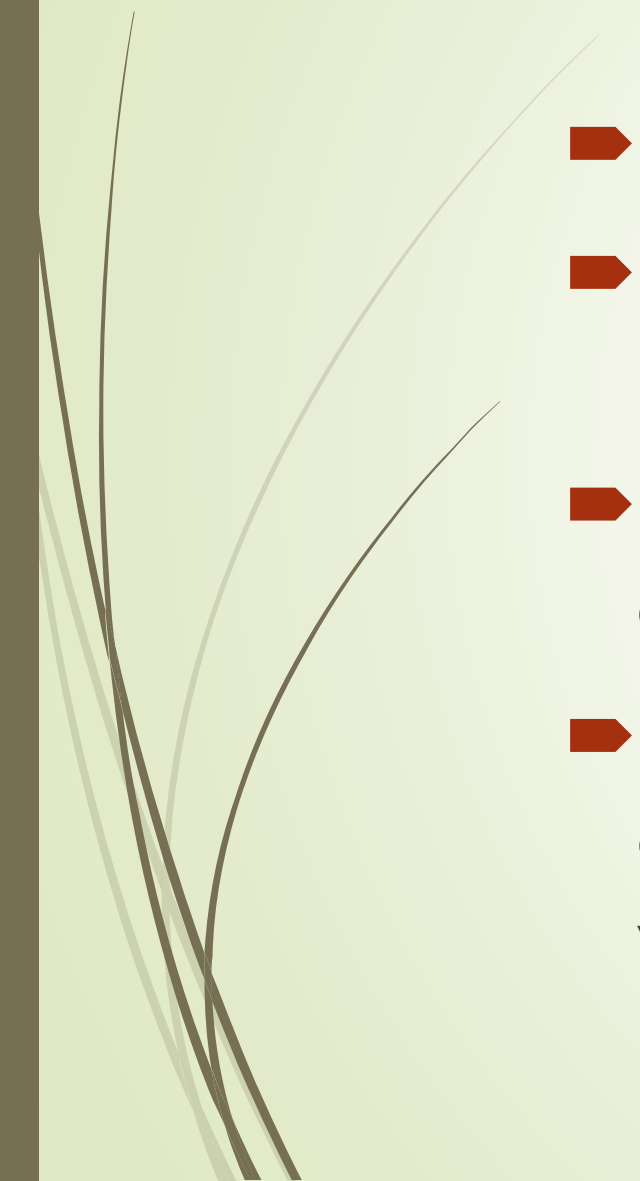
- Identifies the needs of the patient and expectations of the family
- Makes an assessment of the resources and support networks readily assessable to the patient
- Coordinates care/services
- Seeks to ensure a continuity of care by avoiding fragmentation/duplication of services
- Participates in the performance

## With the Multidisciplinary Team

- Establishes communications with other team members/transmits information
- Maintains relations among the consultants involved in the follow up
- Coordinates discharge planning
- Implements any required corrective action plan(s) to the treatment plan



# Qualities of a Case Manager

- ☐ Sound clinical training and background.
  - ☐ Communication, negotiation and problem-solving skills.
  - ☐ Ability to educate patients and other care providers.
  - ☐ Dexterity. In-depth knowledge of ethics and strength of character required to voice dissidence when necessary.
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Who are we?



Clients!



What do we  
want?



We don't know!



When do we want  
it?



NOW!








# The “Do’s and Don'ts of Case Management

Case Management Practice is Impacted By

- Ethics
  - Personal Values
  - Professional Values
  - Morality
- 



# WHY IS THIS IMPORTANT TO CASE MANAGEMENT?

- ❑ IMPORTANT THAT CASE MANAGERS KNOW THE RULES THAT DIRECT THEIR PRACTICE
- ❑ PROVIDES GUIDELINES
- ❑ CASE MANAGERS WILL BETTER UNDERSTAND BEST PRACTICE
- ❑ ACCOUNTABILITY
- ❑ TRANSPARENCY
- ❑ PREVENTS THE EXPLOITATION OF CONSUMERS
- ❑ PRESERVES THE INTEGRITY OF THE PROFESSION
- ❑ BENEFITS THE CONSUMER AS WELL AS MEMBERS OF THE PROFESSION



# Case Managers' Responsibilities to the Case Work Profession

- Case managers should work toward the maintenance and promotion of high standards of practice.
- Case managers should uphold and advance the values, ethics, knowledge, and mission of the profession; they should protect, enhance, and improve the integrity of the profession through appropriate study and research, active discussion, and responsible criticism of the profession.
- Case managers should contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the casework profession.

# Responsibility to the Client

## Do's

- case manager's ethical obligations to the patient, regardless of who hired the case manager
- Case managers' primary responsibility is to promote the well-being of clients.
- ALWAYS maintain appropriate boundaries with clients

## Don'ts

- The case manager shall not involve the recipient in any illegal activities
- The case manager shall not accept anything of value for making a referral.
- The case manager shall not engage in physical contact
- Case managers shall not sexually harass clients

# Responsibility to Client: Documentation

## Do's

- Document, Document, Document
- Make sure documentation supports billing
- Coding is accurate
- Clearing communicates patients condition/progress

## Don'ts

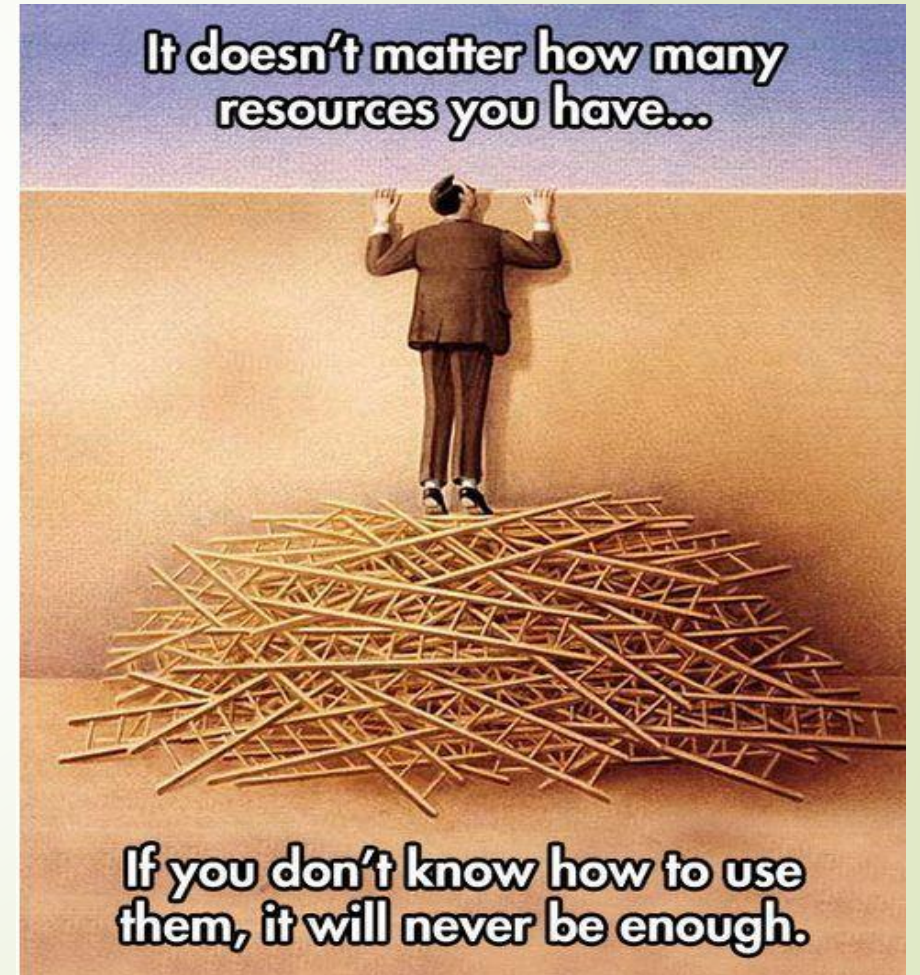
- Do NOT falsify documentation
- Do NOT leave patient documentation in unsecured settings (office, vehicle, computer, etc.)
- Do NOT dispose of documentation without following agency protocol

Advice:  
Always document  
through the eyes of an  
attorney  
&  
If it wasn't documented,  
it wasn't done

# Responsibility to the Client

## Do's

- ▶ Case managers should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocations, illness, disability, or death





# Case Managers Ethical Responsibilities to Colleagues

## Do's

- Case managers should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

## Don'ts

- The case manager shall not exploit a dispute between a colleague and an employer to obtain a position or otherwise advance the case manager's interest.

# Case Managers Responsibility to Supervisees

Do's

- ▶ The case manager who serves as an employer, supervisor, or mentor to colleagues shall make orderly and explicit arrangements regarding the conditions of their continuing professional relationships

**12 ANNOYING CHARACTERISTICS OF A HORRIBLE BOSS**

- 1. Control**  
They need control over everything and have a problem giving that control up.
- 2. Indecisive**  
Good leaders need to be able to make decisions quickly. Indecisiveness is weak.
- 3. Stubborn**  
When they think that they are always right, no matter what, it is bad for business.
- 4. Resistant**  
Resistant to change, and they fail to understand that change is good.
- 5. Micromanage**  
They micromanage every little task, ruining their employees personal growth.
- 6. Fear**  
They lead by fear, and think that it is an effective way to manage.
- 7. Visionless**  
Being visionless will take you nowhere. The best leaders have a clear vision and think long term.
- 8. Favoritism**  
Playing favorites will demoralize the rest of the team.
- 9. Arrogance**  
It's one of the ugliest personality traits. No one wants to hear you brag.
- 10. Angry**  
Walking around the office angry all the time will only spread negativity among the team.
- 11. Blame**  
The worst leaders take all of the credit, and blame other employees for mistakes.
- 12. Emotion**  
They make decisions based on emotion instead of data.

**BONUS**

**THE WORST BOSSES TEND TO 13. NEGLECT TEAM BUILDING**

The worst type of boss doesn't understand how important company culture is to company profits. If you treat your employees with respect, and make them happy, they will work harder for you, and your business will be more successful.

Tools like [Officevibe](http://Officevibe.com) help encourage positive behavior, and help employees create habits that will improve culture over the long term.

Improve your workplace now. Learn more at [www.officevibe.com](http://www.officevibe.com)



# Case Managers' Ethical Responsibilities in Practice Settings

## Do's

- ▶ Continuing Education  
and Staff  
Development





# Case Managers' Ethical Responsibilities as Professionals

## Do's

- The case manager shall work to improve the employing agency's policies and procedures and the efficiency and effectiveness of its services

## Don'ts

- Case managers should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.



# Case Managers' Ethical Responsibilities as Professionals

- ▶ Case managers **should not** participate in, condone, or be associated with dishonesty, fraud, or deception
- ▶ The case manager **shall not** misuse the resources of the employing organization
- ▶ Case managers **should not** allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

# MANAGING THE DO'S AND DON'T'S IN CASE MANAGEMENT

- ▶ TRUST YOUR CLINICAL INTUITION
- ▶ CONSULT THOSE IN THE KNOW vs. THOSE YOU KNOW
- ▶ TEACH CASE MANAGEMENT COMPETENCIES
- ▶ KNOW THE BASIC ETHICAL PRINCIPLES RELEVANT TO YOUR AREA OF PRACTICE
- ▶ KNOW THE LAW
- ▶ ASSESS THE SITUATION
- ▶ SPEAK UP WHEN NECESSARY
- ▶ REALIZE REFORM BRINGS GREATER RESPONSIBILITY AND/OR RISK
- ▶ PAY ATTENTION TO PATIENT STATUS ISSUES AND DOCUMENTATION
- ▶ BE A CHANGE ADVOCATE
- ▶ BE VISIBLE IN THE CASE MANAGEMENT CIRCUIT
- ▶ EMBRACE ON-LINE RESOURCES
- ▶ UNDERSTAND SOCIAL MEDIA
- ▶ BROADEN YOUR PERSPECTIVE

# References

- ▶ Commission for Case Management Certification (CCMC) (2015). Code of Professional Conduct for Case Managers, with Standards, Rules, Procedures and Penalties
- ▶ [http://coalitiontoendpoverty.org/docs/Case\\_Management\\_Ethics.pdf/](http://coalitiontoendpoverty.org/docs/Case_Management_Ethics.pdf/)
- ▶ <http://www.naswdc.org/practice/naswstandards/CaseManagementStandards2013.pdf>
- ▶ Phaneuf, M. (2008). The Roles and Qualities Required as a Case Manager

# Closing

Summarize



Questions





# Contact Information



- ▶ Turenza Smith, PhD, LMSW
  - ▶ [tsmith@alasu.edu](mailto:tsmith@alasu.edu)
- ▶ Alabama State University
  - ▶ 1300 Carter Hill Rd
  - ▶ Montgomery, AL
  - ▶ (334)229-6957