What is a Case Manager?

Definition of Case Management

Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes.

Philosophy of Case Management

The underlying premise of case management is based in the fact that when an individual reaches the optimum level of wellness and functional capability, everyone benefits: the individuals being served, their support systems, the health care delivery systems and the various reimbursement sources.

Case management serves as a means for achieving client wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. The case manager helps identify appropriate providers and facilities throughout the continuum of services, while ensuring that available resources are being used in a timely and cost-effective manner in order to obtain optimum value for both the client and the reimbursement source. Case management services are best offered in a climate that allows direct communication between the case manager, the client, and appropriate service personnel, in order to optimize the outcome for all concerned.

Certification determines that the case manager possesses the education, skills and experience required to render appropriate services based on sound principles of practice.

CMSA’s .e4 Resources

Announced at CMSA’s 2014 Annual Conference & Expo last month, the .e4SM: Engage, Empower, Enhance & Enable framework, is a resource with the aim to assist individuals to identify and develop the knowledge and skills needed to be an effective case management practitioner and deliver sustainable business performance.

Additionally, these cross-sector frameworks set out competencies which employers should expect from professionals in case/care management.

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