

Case Management Competence: Reframing What Defines Practice Excellence

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Abstract:

Despite decades of work to establish case management, organizations continue to wrestle with hiring who makes the best case manager. Some employers place emphasis on professional discipline, while others prioritize qualifications as specialty training and case management certification. Greater industry consensus on what qualifies and quantifies case management competence must be achieved to truly attain practice excellence. A question beckons for the workforce: How to transition from a mindset of *who makes the best case manager* to *what defines professional case management competence*?

Learning Objectives:

By the end of this session, professional case managers will be able to:

- Define what competencies comprise a strong case management candidate
- Delineate between hard and soft competencies
- Distinguish case management team competencies
- Discuss performance management and its value to defining case management competence

Outline: Total of 90 minutes **

Time Sections I-III -40 minutes

I. Introduction

II: What is Case Management (CM) Competence?

- Definition
- Intent
- Value Proposition

III. How is CM Competence Measured?

- Performance Management Operationalized
- Hard and Soft Competencies

IV. Using Industry Evidence to Mandate Change-15 minutes

V. Integral Competencies for Professional Case Management-25 minutes

- Key Competencies
- Implementation
- Evolving Your Case Management Team/Department (*Interactive Exercise with two hour session only*)

VI. Moving Forward and Wrap-up: 10 minutes

VII. Q & A

Mode: PowerPoint and interactive discussion

*****Program also offered for two hours with Section V expanded to 55 minutes through interactive exercise on building a case management team with group breakouts, and expanded discussion on individual application.***

References:

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