

The New Age of Proactive Performance Metrics for Professional Case Management

**By: Teresa M. Treiger RN-BC, MA, CHCQM/TOC, CCM
And Ellen Fink-Samnack MSW, ACSW, LCSW, CCM, CRP**

Despite today's health care system being a quality-driven paradigm, a majority of case management departments continue to operate in the old world framework of productivity-based performance evaluation. Organizations must let go of quantitative measures and embrace newer, more effective organizational models where competency and quality metrics are the yardsticks used to assess performance excellence.

Human Resource departments strain to fill open positions with experienced case managers. On the other hand, job availability creates a more discerning candidate who does not have to jump at the first job offer. These forces compel organizations to reconfigure existing practices and deploy proactive strategies (e.g., career ladders, performance management, professional growth trajectories).

With these competing factors as a backdrop, this session is aimed at the individual case manager who is keen to establish and follow a professional case management career path. While not every employer will innovate their performance management processes, self-management of one's career growth and development is a hallmark of professionalism. This session is also aimed at the hiring manager responsible for selecting the right person to fill job vacancies. Use of competency-based performance metrics supports organizational goals of patient satisfaction, accreditation attainment, maximizing reimbursement, and regulatory compliance.

1. Outline:

- I. Performance and competency paradigms
 - A. Performance management – our history
 - B. Competency-based paradigms – our future
- II. Describe career ladders and their application to performance management
 - A. Career ladder defined and applied to case management
 - B. Bridging career ladder to competency-based performance management
- III. Discuss personal responsibility for establishing a professional career strategy and building that into employer performance management plans
 - A. Is case management your job or your passion?
 - B. Why are you waiting for a miracle to occur? The challenge to raise case manager consciousness and spark pursuit of performance excellence

2. Objectives: At the conclusion of this presentation, the participant should be able to:

- A. Identify new performance and competency paradigms for the professional case manager
- B. Describe career ladders and their application to performance management
- C. Discuss personal responsibility for establishing a professional career strategy and building that into employer performance management plans