

Title: Wholistic Case Management[®]: The Answer to Value-Based Care

By:

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Objectives:

At the completion of this session, participants will be able to:

1. Identify the core domains of the “*Wholistic case management*[®]” framework.
2. Explain the impact of Wholistic case management on value-based care.
3. Describe three key responsibilities of case managers in ensuring an optimal personal care experience.
4. Discuss the ethical impact of using a “*Wholistic Case Management*[®]” approach to care

Abstract:

Case management practice has gained increased visibility ever since the enactment of the Patient Protection and Affordable Care Act. The role of the professional case manager has also become front and center of interprofessional healthcare teams facilitating, if not leading, efforts to enhance the experience of the consumers of healthcare services. Such focus has resulted in increased scrutiny of the professional case manager’s contribution to the bottom line, yielding ethical practice concerns.

Value-based Purchasing programs have directly connected the value of case management services to healthcare providers’ revenues. Often, however, case managers are caring for vulnerable populations, those with complex, multiple chronic illnesses, and others with limited health insurance or completely uninsured. Hence, the challenge for professional case managers is to improve care outcomes and reduce cost while increasing revenue. This workshop will discuss how case managers can apply *Wholistic case management*[®] in their daily practice to overcome this challenge and assure the provision of value-based care and services to consumers and their families as well as to fellow healthcare professionals.

Time: 1.5 hours

Outline

I. Introduction: 10 minutes

II. Evolution and role of the Professional case manager amid Value Based Care: 15 minutes

III. Wholistic Case Management[®]: 40 minutes

- Definition
- Evidence
- Application
- Implementation and Ethical Implications

IV. Wrap up: 15 minutes

Cited elements of the Commission for Case Manager Certification, Code of Professional Conduct for Case Managers with Standards, Rules, Procedures and Penalties (2015)

Principle 2: Board Certified CMs will respect the rights and inherent dignity of all of their clients
Principle 3: Board Certified CMs will always maintain objectivity in their relationship with clients
Principle 5: Board Certified CMs will maintain their competency at a level that ensures their clients will receive the highest quality of service

Underlying Values:

- Board Certified CMs believe that case management is a means for improving client health, wellness, and autonomy through advocacy, communication, education, identification of service resources, and service facilitate
- Board Certified CMs recognize the dignity, worth and rights of all people
- Board Certified CMs embrace the underlying premise that when the individual(s) reaches the optimum level of wellness and functional capability, everyone benefits: the individual(s) served, their support systems, the health care delivery systems and the various reimbursement systems
- Board Certified CMs understand that case management is guided by the ethical principles of autonomy, beneficence, nonmaleficence, justice, and fidelity

Section 1: The Client Advocate:

Board Certified CMs will serve as advocates for their clients and perform a comprehensive assessment to identify the client's needs; they will identify options and provide choices, when available and appropriate