

Workbook 16

Case Management

What is case management?

Case management is a process for helping people whose lives are not satisfying or productive due to the presence of several problems at once. Case management has a dual emphasis

Case Management Functions

- I. Counsellor
- II. Coordinator
- III. Advocate

The roles of a case manager

- Direct personal support
- Crisis intervention
 - › is defined by either the client, people around the client, a professional, or someone in the community.
 - › Crisis might include a clear suicide gesture, the loss of welfare benefits, hospitalisation for a serious illness or injury, a drug overdose or a death in the family
 - › When a case manager does not act as the central person in the crisis resolutions a number of skills are needed. First, as we have already said the case manager must be able to quickly assess the severity of the potential crisis and the time available to resolve it.

- > This assessment developed with the workers empathy and support, should lead to an immediate set of goals with clear behavioural steps designed to reach them. These should incorporate tasks for both client and the case manager. The case manager also need to enlist cooperative people environment to help resolve the crisis. A case manager then need to maintain frequent contact wot the client and those enlisted until the immediate crisis has passed
- > A case manager involved in crisis resolution needs to develop a clear plan so that the client can receive appropriate professional and family support over the longer term
- Short-term treatment interventions
- Broker/facilitator
- Enabler/teacher/mediator
- Advocate
- Service coordinator
- Evaluation of case management practice

Case management effectiveness has to do with the larger group. Case management efficiency has to do with how much professional effort and time are required for a group of clients to reach their goals

Ethical and legal issues

- Case managers wear lots of hats Advocating for the client when needed....and one of the things in our system is the gatekeeper role.
- Effective human services delivery often requires a delicate balance of commitment to the client, the agency for which the case manager works, laws and regulations, court rulings and professional codes of ethics.

For each section of the chapter you should be able to accomplish the objectives listed.....

- Family Disagreements
 - › Define the 'daughter from California 'syndrome'
 - › List guideline to follow to encourage positive participation of families
- Working with potentially violent clients
 - › Describe why violence is becoming more prevalent in modern society
 - › Apply the steps addressing issues of violence in the workplace to a specific case management situation
- Confidentiality
 - › List reasons why the issue of confidentiality is so difficult
 - › Define ways that managed care and technology have affected confidentiality with clients
 - › Describe the ways that technology affects client confidentiality

For each section of the chapter you should be able to accomplish the objectives listed.....

- **Duty to warn**
 - › Define duty to warn
 - › Demonstrate how the case manager works with a team on issues involving the duty to warn
- **Autonomy**
 - › Describe the difficulties that arise with regard to granting client preferences.
 - › Explain guidelines can help a case manager who faces issues of autonomy
 - › Describe how case managers can support autonomous end of life decisions
- **Breaking the rules**
 - › List the sources of rules and regulation
 - › Tell how to decide when to break a rule