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Maribel Galvan

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PREVIEW

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BEST PRACTICES IN CASE MANAGEMENT

by

Maribel Galvan

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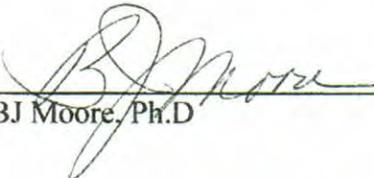
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Best Practices in Case Management

By Maribel Galvan

This thesis has been accepted on behalf of the Department of Public Policy and Administration by their supervisory committee:


BJ Moore, Ph.D. May 5, 2020
Date


Tony Pallitto, MSA HCM May 6, 2020
Date


Rabia Sohail, MS HCA May 6, 2020
Date

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Abstract

Case management work is performed in different disciplines and with the different populations associated with those disciplines. The disciplines discussed in this paper are social work, nursing, behavioral health, and family services. Case managers are faced with the challenge of working with those disenfranchised populations that are needy or in crises. This paper focuses on determining the best practices related to case management across the different disciplines. Research was conducted to identify best practices in those different disciplines and each of the corresponding areas of service. The purpose of this study is to recognize what “best practices” are and implement them to improve case management work, and to guide case managers to ensure clients are provided with the best services resulting in successful outcomes. Recommendations are provided for case management organizations on what adjustments should be made to their current practices to improve case management services in an organization, the community, and case management in general.

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Chapter One: Introduction

Case management is an interdisciplinary specialty practice that is commonly found in for-profit and non-profit organizations. Case management is not a new concept; its use dates “back to 1863 in the United States” (Kersbergen, 1996, p.169). The practice was first developed by nursing during the late 1800s and early 1900s to “coordinate fragmented services and control costs” (Kersbergen, 1996, p.169). Even though case management’s origins were in the medical field for nurses, it proliferated when public health nurses coordinated with social workers through the Department of Public Health, and then found its way into Human Services by the 1920s “primarily to coordinate services for families in distress and abused children” (Kersbergen, 1996, p.170). In the 1970s case management was considered for serving the mentally disabled population and in the 1980s case management expanded to “health insurance companies to control costs” again (Kersbergen, 1996, p. 171).

The evolution of case management has set the foundation for the career opportunities that exist today. Case management has evolved and expanded to serve different programs by conducting home visits with clients. Examples of these programs deal with pregnancy prevention, adolescent family life, social work, substance abuse, and behavioral health.

The title Case Manager was first referenced as “paraprofessionals,” which means to assist the professionals. For example, in the field of nursing, the doctor and the nurse are considered professionals and case management work is considered paraprofessional. Doctors and nurses are considered exempt or salaried employees that are not restricted by an eight-hour shift whereas case management is nonexempt and pay is based on an hourly wage. The difference is that doctors and nurses have licensures and paraprofessionals do not. Case Managers are mostly hired to perform case management services in programs. The title Case Manager can vary