



# Case Manager Professional Journey

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# CASE MANAGER PROFESSIONAL JOURNEY

CMSA supports the professional growth of our members. Each destination in a case manager's career and educational journey is a step to the next learning level. Each step builds upon the previous creating a pyramid of knowledge and skills.

## DESTINATION 1: Standards of Case Management Practice Program

The first step in a case manager's journey is to know and understand the guidelines and expectations for patient/client advocacy and care coordination regardless of practice setting. This is a 32-hour online course that examines all 15 Standards in detail and provides a professional video vignette of the Standard at each module's conclusion.

This course should be required for all professionals new to case management or organizations interested in standardizing case management practice. Adoption and adaptation of the Standards are the foundation for growth as a professional case manager.

## DESTINATION 2: CM Bootcamp (to be released later in 2021)

Next is for the novice case manager to hone their skills to become more proficient in communication and documentation; comfortable with industry standards, quality measures, and reimbursement models; grow as a professional learner to manage conflict, comfort the grieving, commit to life-long learning. Bootcamp is an interactive program that uses activities similar to real-life for a more genuine experience.

Many in-demand skillsets are not learned early in a case manager's career. This course provides earlier access to skills that will improve practice and competence. The objectives will cover professionalism, communication, regulatory issues, reimbursement, advanced case management processes, emerging trends, and finding a mentor. The CE offering for this course is to be determined.

## DESTINATION 3: Motivational Interviewing

As part of growth and communication skill enhancement, case managers can take advantage of one such in-demand skillset, MI training, to support their patients/clients in making decisions to adhere to treatment and make different health behavior decisions. MI is an evidence-based method, studied for over 30 years and proven to affect decisions to change. This is an 8-hour online course.

## DESTINATION 4: Case Management Adherence Guide 2020 (CMAG 2020) and Webinar Series (later in 2021)

As the case manager continues their journey, seeking more of the desired in-demand skillsets, information about how to better support patients can be found. CMAG 2020 provides current resources and best-practices to support adherence, patient engagement and activation, patient-centered care, medication financial resources, and assessment of SDoH. The Guide will be published with a companion webinar series to include CE. We anticipate 3-6 hours for this series, but still to be determined.

## DESTINATION 5: Integrated Case Management Program

Case managers at this point on their journey have experience; they feel reasonably confident in their abilities, but there is always more to learn. And there are those patients/clients that challenge our abilities. They have multiple comorbid conditions, social challenges, and perhaps behavioral conditions. They are in and out of the hospital and emergency department. ICM training will provide the case manager with enhanced engagement and retention strategies to improve the most complex and vulnerable adult and pediatric populations. The course provides advanced skills in risk assessment, targeted care planning, and engagement and retention strategies. ICM is a 30-hour course of online and instructor-led training. The main objective is for a case manager to be confident and skilled as the primary case manager for an individual, to address all their conditions, and coordinate all of their needs without any hand-offs to another professional.

## THE JOURNEY IS NEVER REALLY OVER

Case managers are life-long learners, and CMSA not only supports the case manager early in their career but throughout. CMSA brings educational programs that provide innovations and best practices. Here are a few more of our offerings to support the never-ending educational journey:

### **Educational Resource Library:**

Over 130 accredited courses and recorded webinars, including bundled Ethics courses. Available free to members 24/7.

### **Monthly Webinars:**

Accredited webinars providing diverse topics offered every month. Each live webinar offers 1-hour of CE. The recorded webinars are available after the live event.

### **CM Toolbox:**

Resources submitted by CMSA membership. (release date February 2021). Resources can range from housing to food; medication resources to alternative treatment centers. This is a free resource to members, and members make contributions to the resource.

### **Opioid Use Case Management Guide:**

This Guide was developed to provide guidance specific to case managers in assessment, care planning, and intervention development for the individual challenged with opioid use disorder.

### **Caseload Calculator:**

Subscription to the application will be available to organizations in 2021.