



# PRIORITY ISSUE

2021

## ABOUT CMSA

Case managers are recognized experts and vital participants in the care coordination team who empower people to understand and access quality, efficient health care. The mission of CMSA is to advocate for patients' wellbeing and improved health outcomes through fostering case management growth and development, impacting health care policy and providing evidence-based tools and resources.

## CMSA ROLE IN WORKFORCE DEVELOPMENT

### INTRODUCTION:

CMSA strives to impact as many lives as possible, one case manager at a time. This is achieved through a variety of case management roles within organizations, with the objective of positive outcomes for each patient, family and community in which we serve. To help achieve these goals, CMSA is highly committed to workforce development initiatives. The initiatives focus on the case manager, along with the health care policies that support the case management role.

### THE CONCERNS

- Case manager recognition as critical employees, especially during public health emergencies.
- Advocacy for the case management role, and practice scope.
- Multi-disciplinary collaboration is critical.
- Focus needed on the CM workforce, including the pipeline of new case managers.
- Stress management.
- Geriatric workforce programs.
- CMSA and corporate partnerships.

### THE IMPACT/OUTCOMES CONSIDERATIONS:

1. Case managers are integral members of the care management team:
  - The case manager should be included as part of multi-disciplinary teams, collaboration is essential.
  - The impact case managers have on patients, families and communities should be shared and highlighted, as the impact is powerful!
  - CM initiatives should include how to attract new case managers into the workforce.
2. Case managers are critical employees, supporting numerous employers and community projects, especially during public health emergencies:
  - Hiring of critical employees when there is a public health emergency is essential. Nurse Licensure Compact (NLC) and other professional compacts are an important piece of this initiative.

- The NLC was utilized in the public health emergency of 2020 in some states without the NLC enacted, to assist with workforce and health care needs in a time of crisis. This initiative should be an ongoing priority to advocate for our workforce.
  - Continued improvement with process, workflow, and future planning is necessary, with case managers assisting in the process.
  - How to fill hiring needs in an emergency? Considerations for retired nurses or other licensed professionals rejoining the workforce, and how that would happen?
  - Are there alternate practices to consider, and be prepared to enact in times of crisis?
3. Geriatric Workforce Enrollment Program:
- Having a case manager as part of the program is critical.
  - Grants to improve healthcare for older adults.
  - Maximize patient and family engagement.
  - Education and training for geriatric health professionals.

**KEYWORDS**

*workforce legislation, nurse licensure compact, essential licensed professional, healthcare goals, healthcare outcomes, care coordination, coordination of care, care coordinator, transitions of care, geriatric workforce, senior population, geriatric outcomes, public health, geriatric health professional, population health.*