

2022

Case Management

Salary and Trends Survey Report



STRENGTH IN COLLABORATION

The past few years have continued to show us that we are all much stronger together than apart. With that in mind, the Case Management Society of America (CMSA) and the Case Management Institute (CMI) have joined forces to continue our work on raising the awareness of case management and further developing its workforce.

Historically, CMSA has produced a biennial State of the Industry Report, while CMI has produced a Salary and Trends Report. With a common shared objective of providing key trends and benchmarks on the status of the professional practice of case management, CMSA and CMI are proud to present this combined report. Putting our resources together, we were able to collaborate on a survey that not only attracted over 2,000 respondents, but also provides a snapshot about the current role of case managers.

Working together on this year's report helped us each to recognize additional areas of impact not previously considered in our separate reports, while bringing together a wider community of professionals working in the case management field. This broadening of perspectives only strengthens the results and the information we want to share with you. Please be sure to read on for additional analysis and helpful information on how to best utilize the information provided.

We are pleased to provide the 2022 Case Management Salary and Trends Report because of our collaboration. Thank you to all CMSA and CMI supporters who participated in this valuable body of knowledge.

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HOW TO USE THE 2022 CASE MANAGEMENT SALARY AND TRENDS SURVEY

This report should be used by case managers, supervisors, managers and directors to gain insight into how case managers view their roles, their organizations, if relevant, and the trends taking place within the industry. We had over 2,000 respondents contribute to this survey, so we feel that it gives a good snapshot of the practice.

We hope you will use the report as you develop policies and procedures, consider benefits, develop professional programs for your team and work to advance the professional practice of case management.

We would love to hear your thoughts and suggestions for questions that you would like to see in future surveys.

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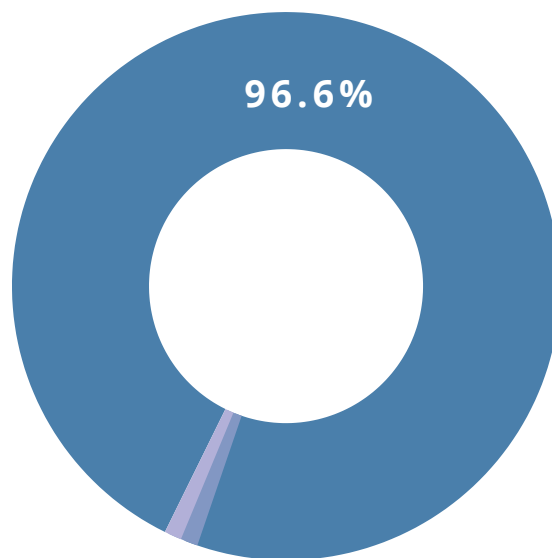
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Personal Demographics

What Type of Case Manager Are You?

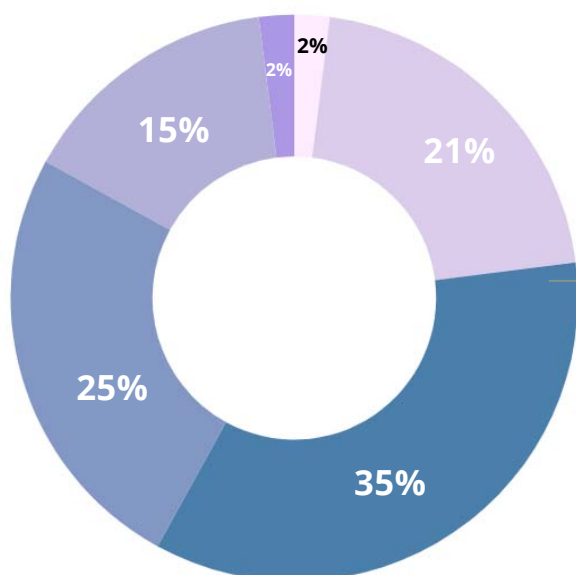
97% of survey respondents indicated that they held a professional license or advanced degree in a medical or health and human service-related field. This upholds the premise that case management is performed by multiple healthcare professionals.



I hold a professional license or degree in a medical or health and human services related field **96.6%**

I am a case manager and I do not hold a professional license or degree in a medical or health and human services-related field **2.1%**

I am not a case manager **1.3%**



What Is Your Age?

Only 2% of respondents are 30 or younger, which is congruent with the fact that less than 15% have 10 years or less of healthcare experience. This suggests that individuals with a number of years of healthcare experience are being hired as new case managers.

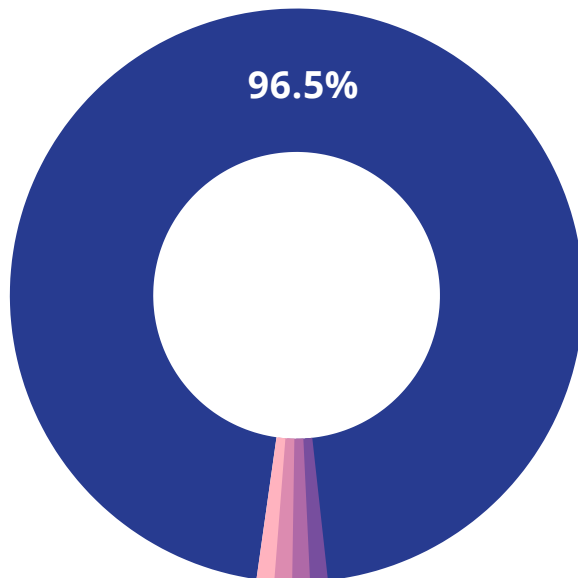
70 or over	2%
61-70	21%
51-60	35%
41-50	25%
31-40	15%
30 or Younger	2%

How Do You Identify Your Gender?

96.5% of the respondents identified themselves as female. This has been consistent with past surveys.

We must ask ourselves why more men are not part of the case management workforce?

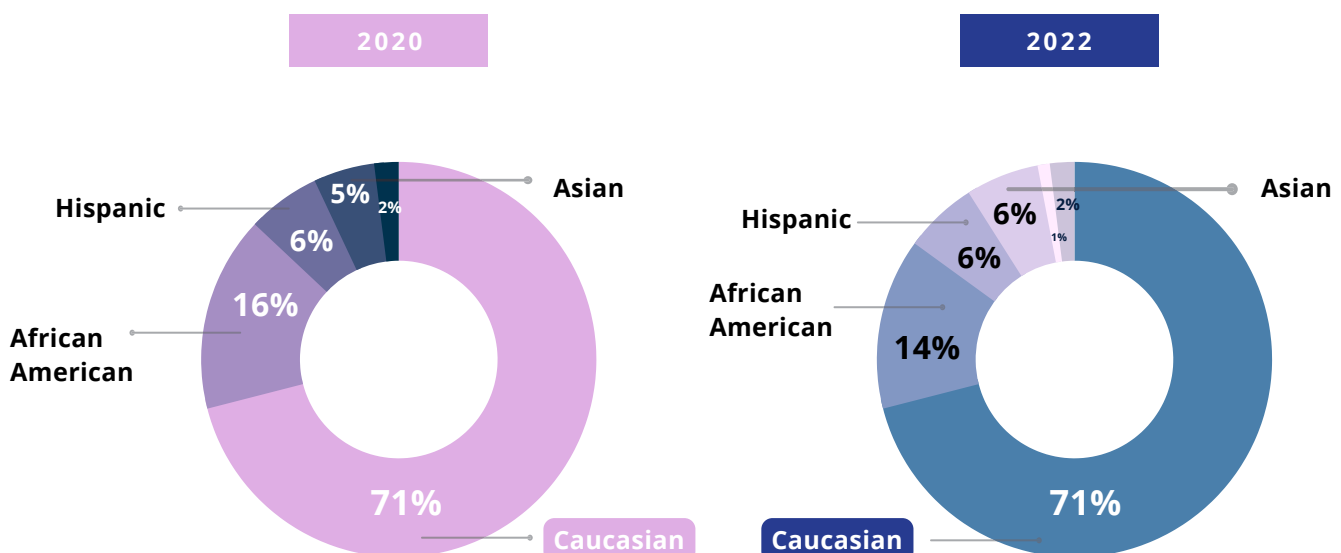
Also, leaders and human resource professionals must stay up-to-date with how to adapt to a more gender-diverse workforce.



Female	96.5%
Male	3.2%
Non-binary	0.1%
Prefer to self-describe	0.1%
Prefer not to answer	0.1%

What Is Your Ethnicity?

There has been no change in the percentage of respondents who have identified as Caucasian. The professional practice of case management has much work to do to develop a more diverse workforce.



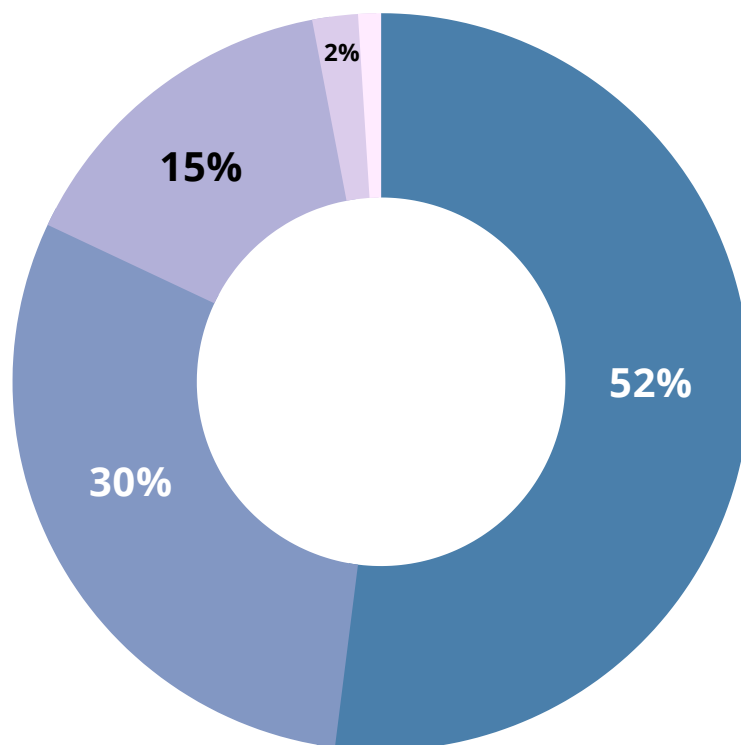
Studies show that having a diverse workforce brings different ideas and perspectives, leading to better problem-solving. In addition, working in diverse teams opens dialogue and promotes creativity. **Equity and inclusion will be a significant area of focus within the next few years.**

What Is Your Highest Education Level?

The highest level of education reported by respondents is a doctoral degree, but only 1.5% indicated having reached this. The majority (52%) hold a bachelor's degree, which is consistent with the past surveys. Case Managers are encouraged to continue their education to keep pace with other healthcare professionals.



Pharmacists, physical therapists and social workers are required to have a master's degree or a doctorate as their preferred level of education. This will be important for the next generation of case managers.



Bachelor's Degree	52%
Master's Degree	30%
Associate Degree	15%
Doctoral Degree	2%
Others	1%

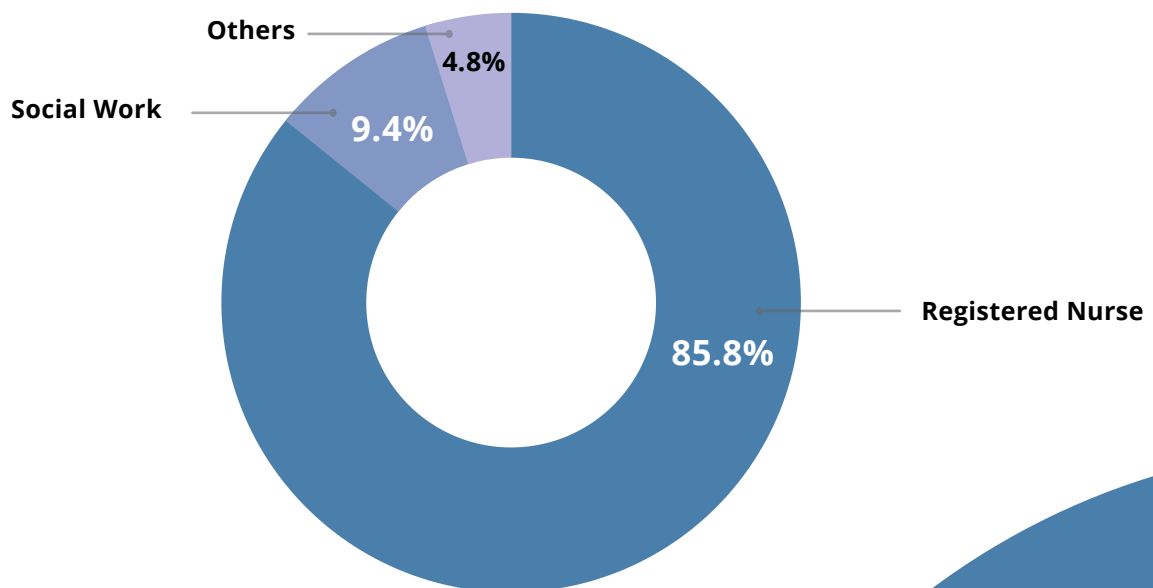
About Your Experience in Case Management

What Is Your Professional Discipline?

Keeping in line with past surveys, the 2022 Case Management Salary and Trends Survey reveals that the leading professional discipline in case management is nursing at 85.8%, with social work being a distant second at 9.4%.

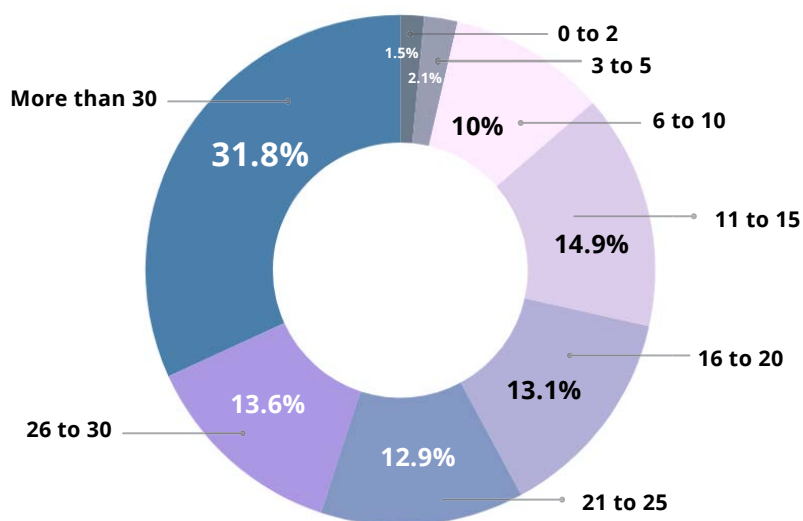


***As case management is a multidisciplinary practice, the question remains:
how do we attract other healthcare disciplines into the practice?***



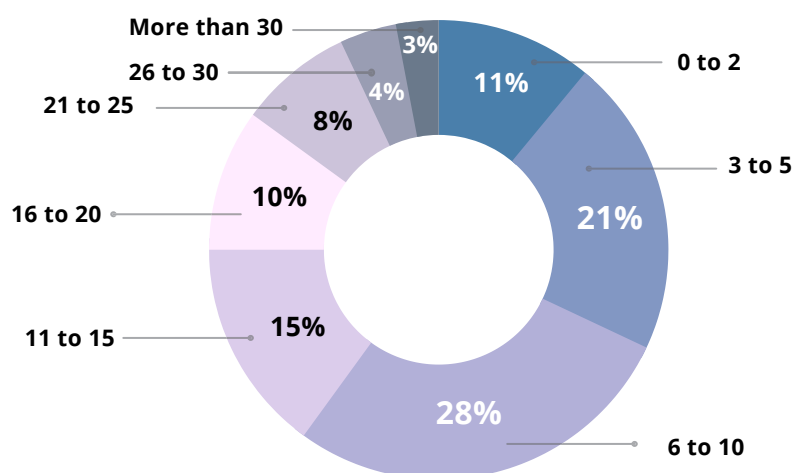
How Many Years of Experience Do You Have In Healthcare?

The first chart shows that those working in case management have many years of healthcare experience. This is important as understanding the clinical and business side of healthcare is critical for case managers to do their work. Less than 15% of respondents have 10 years or less of experience in healthcare and nearly 32% have 30 years or more of experience in healthcare.



How Many Years of Experience Do You Have In Case Management?

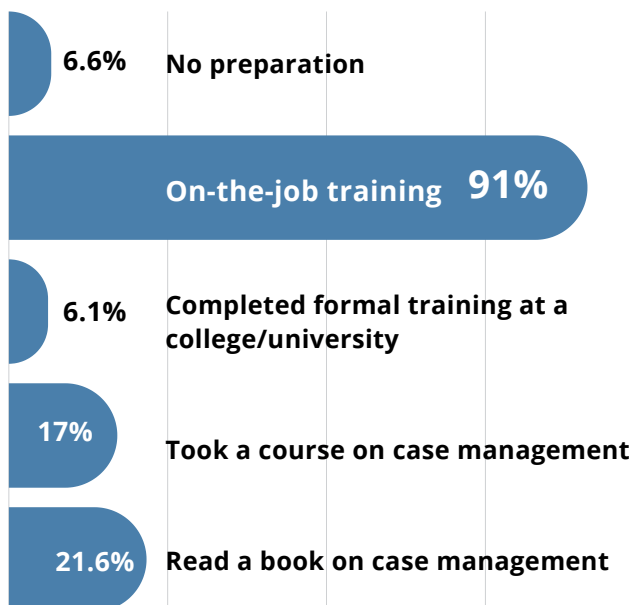
It is interesting that 16% of case managers now have 21 years or more of case management experience. This is significantly higher than the data from two years ago when just over 10% of respondents fell into this category. It is also interesting that nearly half (48.5%) of the case managers have 3-10 years of case management experience, a drop from 2020 when over 55% fell into this category. Just over 10% of respondents are new to the field with two years of case management experience or less. This appears to be a significant increase from two years ago. This leads us to believe that ***the number of case managers are increasing since those in case management are staying and new people are coming into the field.***



Comparing this with the 59% of case managers who have less than 10 years of experience in case management, up from previous surveys, it appears that when hiring someone without previous case management experience, employers prefer those with extensive healthcare experience.

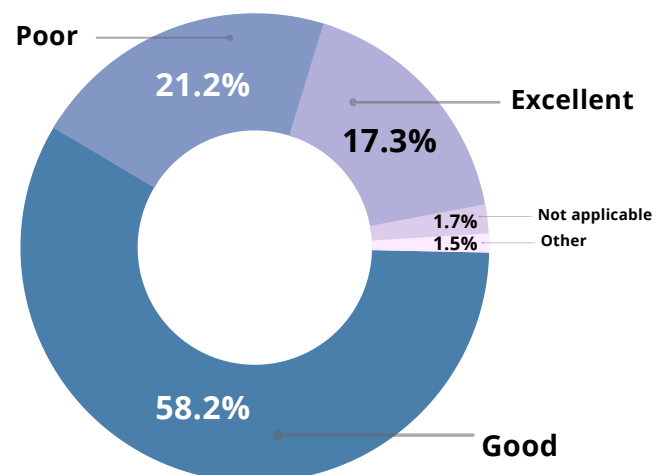
Workforce Development

What training, if any, did you participate in to prepare for your position as a case manager?



Case management training is readily identified as on-the-job training by 91% of the survey respondents. There is a need for more formal education within academic institutions and professional organizations on the roles and functions of today's case managers. This will open the door to more disciplines learning about the practice of case management.

How would you rate the orientation and on-the-job training you received as a new hire?



On-the job training was rated as good by 58.2% of the respondents, with 21.2% responding that it was poor and 17.3% responding that it was excellent. A metric that can help educators know the effectiveness of orientation programs is staff retention. If you see people leave during or after their orientation, that might be a red flag that improvements need to be made with your program.

With the majority of case managers learning case management through on-the-job training and more than one out of five respondents rating their orientation and training as poor, there is a definite need for proper education and training in the field.

Poor education and training lead to frustrated case managers, subpar metrics and ultimately poorer outcomes for our clients. It can also lead to increased turnover, which costs a company money and strains the remaining staff.

Both CMSA and CMI have created training programs to address this issue. CMI has created a Foundations of Case Management Course, which combines the flexibility of On-Demand learning with the expertise of live expert facilitators. You can learn more about this program at <https://casemanagementinstitute.com/foundations-of-case-management-course/>

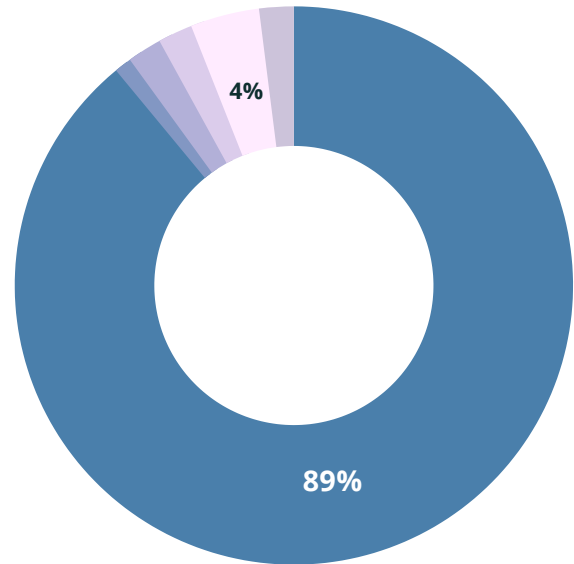
CMSA has created a new Case Management Boot Camp program for case managers looking to build their skills and experience in an engaging and interactive way. This in-person event will debut as a one-day event during CMSA's Annual Conference, with additional programs scheduled throughout the year. Visit www.cmsa.org for more information.

Salary and Benefits

Do You Work?

Most case managers responding to the survey work full time. There are other options open to those who want to work different schedules.

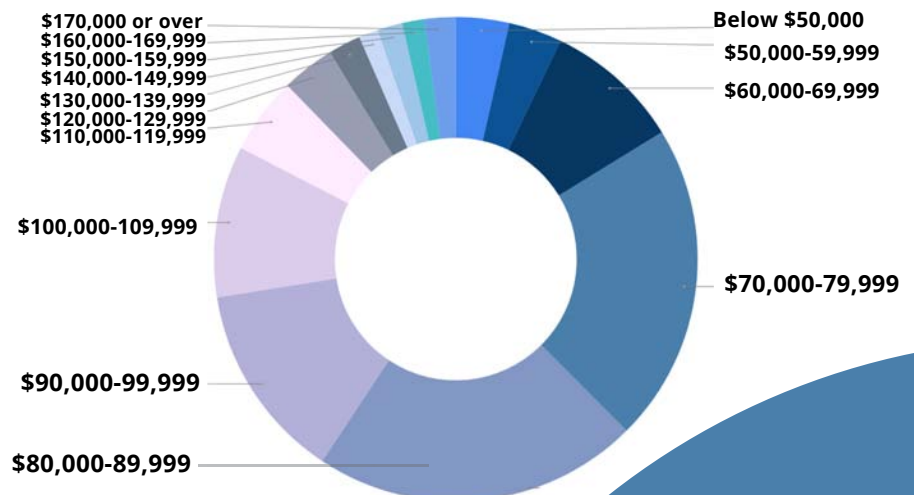
Full Time	89%
Part Time	4%
Unemployed/Seeking Employment	2%
Independent/Consultant	2%
Per Diem	1%
Retired	2%



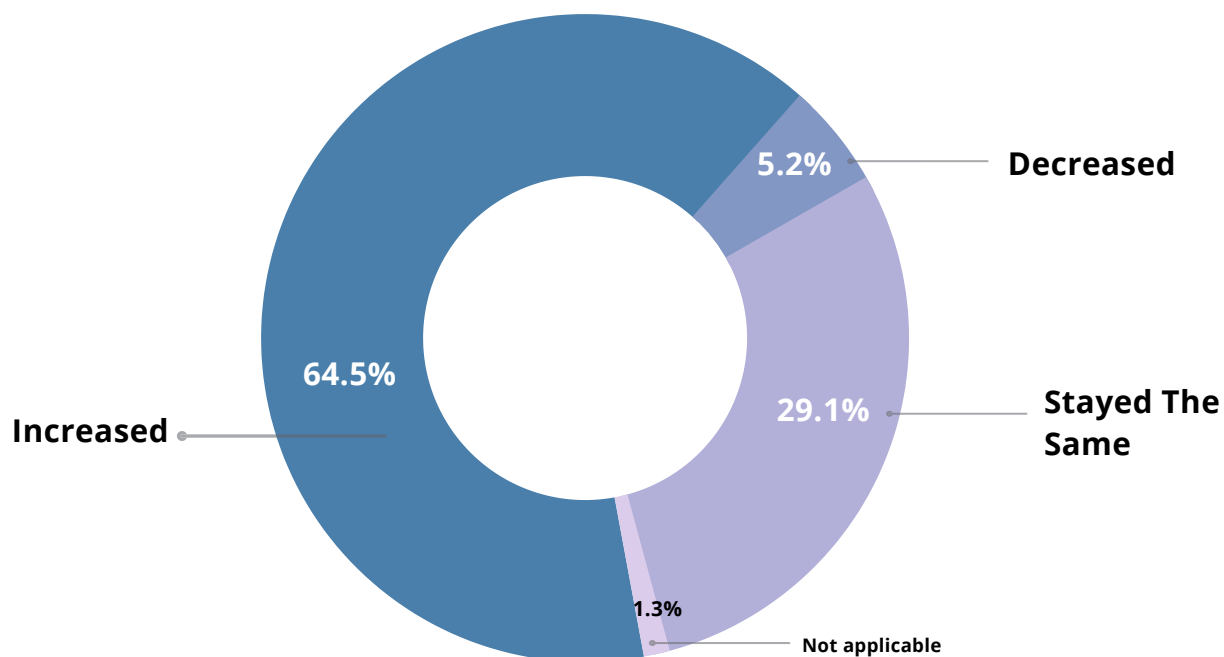
What Is Your Current Base Salary?

Case managers receive favorable compensation with the potential to increase their salary as they progress in their careers. **Most case managers (62%) earn a salary of \$80,000 or more.** This is a significant increase compared to our previous survey when only 46% fell into this category. This is congruent with the fact that the overwhelming majority of case managers reported an increase in their salary within the last 12 months. Not surprisingly, most case managers are satisfied with their salary.

Below \$50,000	3.6%
50,000-59,999	3.6%
60,000-69,999	9.2%
70,000-79,999	21.5%
80,000-89,999	22%
90,000-99,999	13.3%
100,000-109,999	10.2%
110,000-119,999	5.2%
120,000-129,999	3.6%
130,000-139,999	2.2%
140,000-149,999	1.3%
150,000-159,999	1.7%
160,000-169,999	0.5%
\$170,000 or over	2.1%

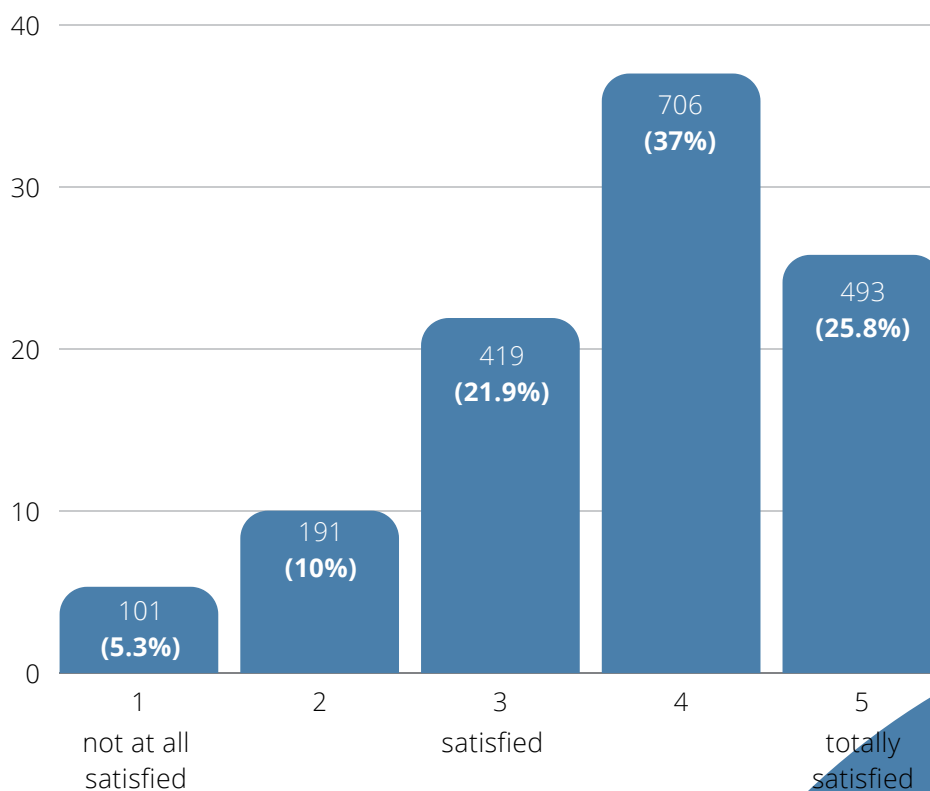


Compared to 12 Months Ago, Has Your Base Salary:

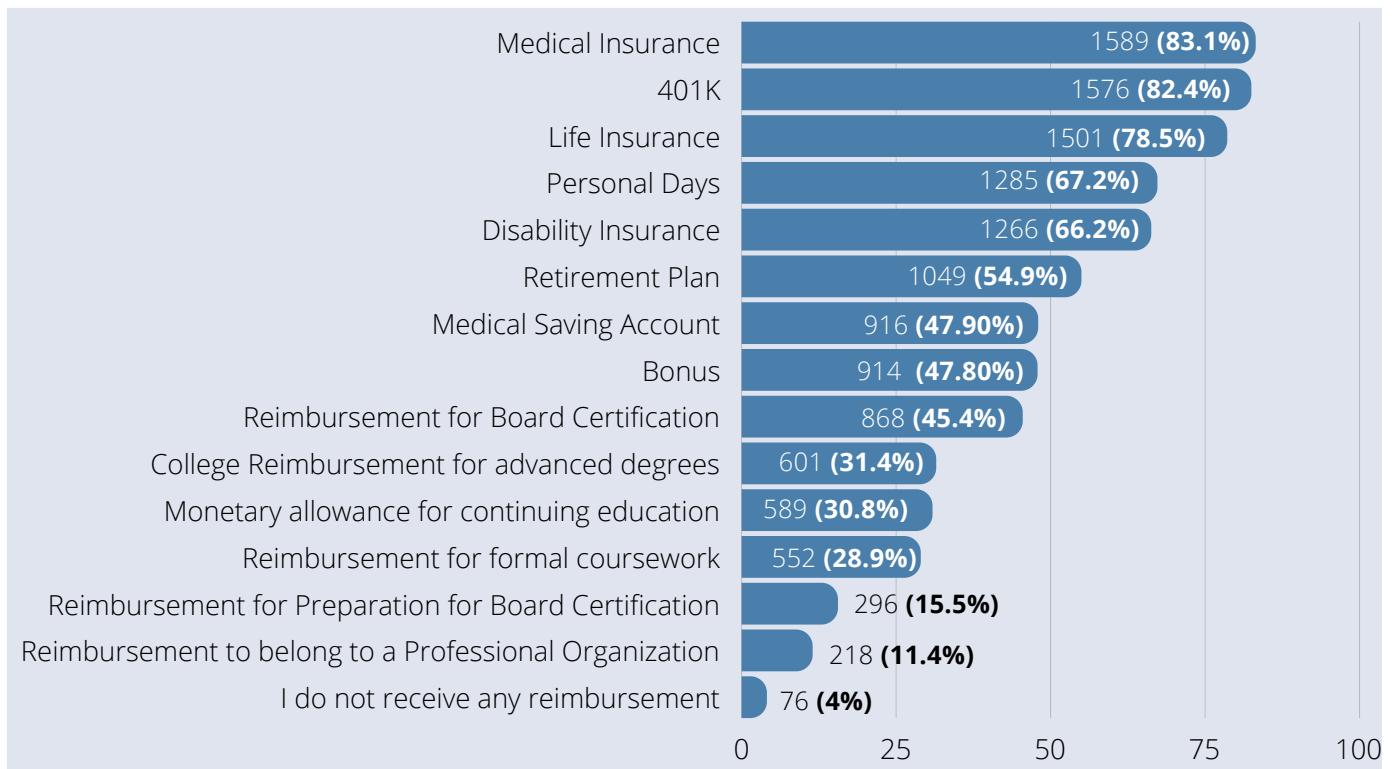


Salary/Compensation

Case managers were asked to rate their level of satisfaction with their salary/compensation on a scale of 1 to 5.



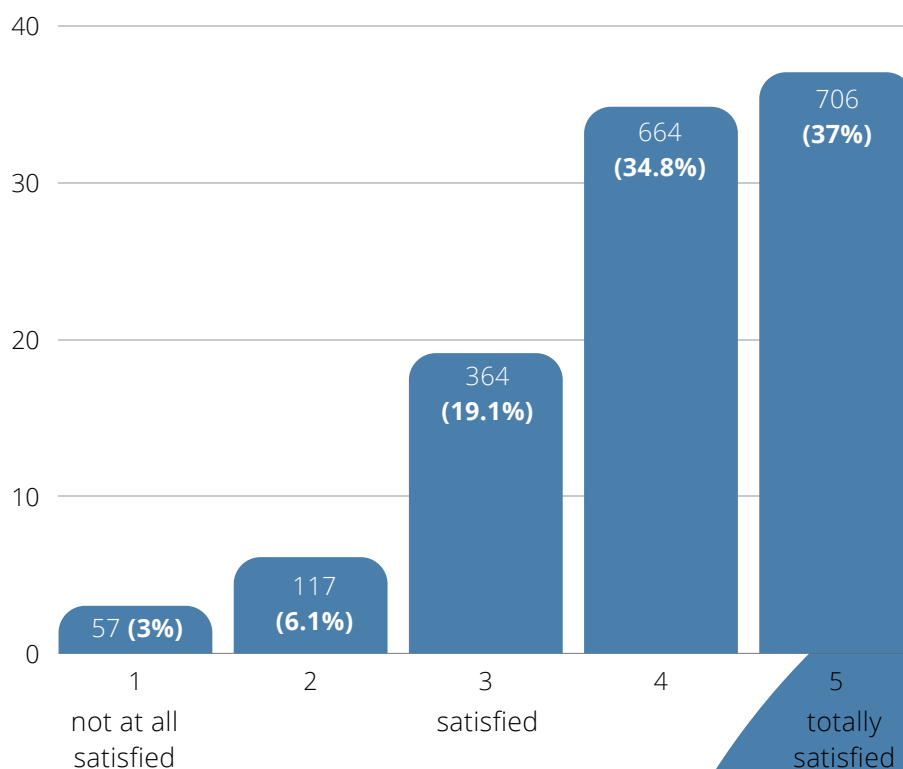
What Type Of Benefits Do You Get From Your Employer?



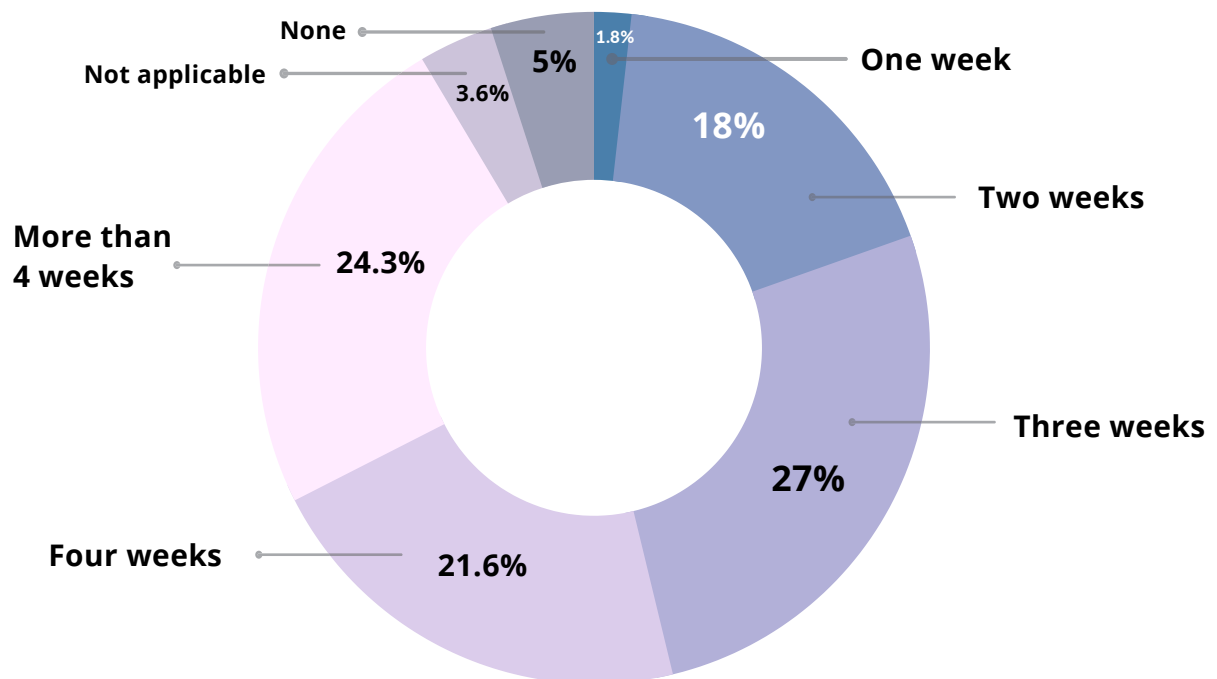
Case managers receive various benefits as part of their compensation package and over 90% are satisfied (≥ 3) with the benefits they receive.

Benefits

Case managers were asked to rate their level of satisfaction with their benefits on a scale of 1 to 5.



How Many Weeks Paid Vacation Do You Get?



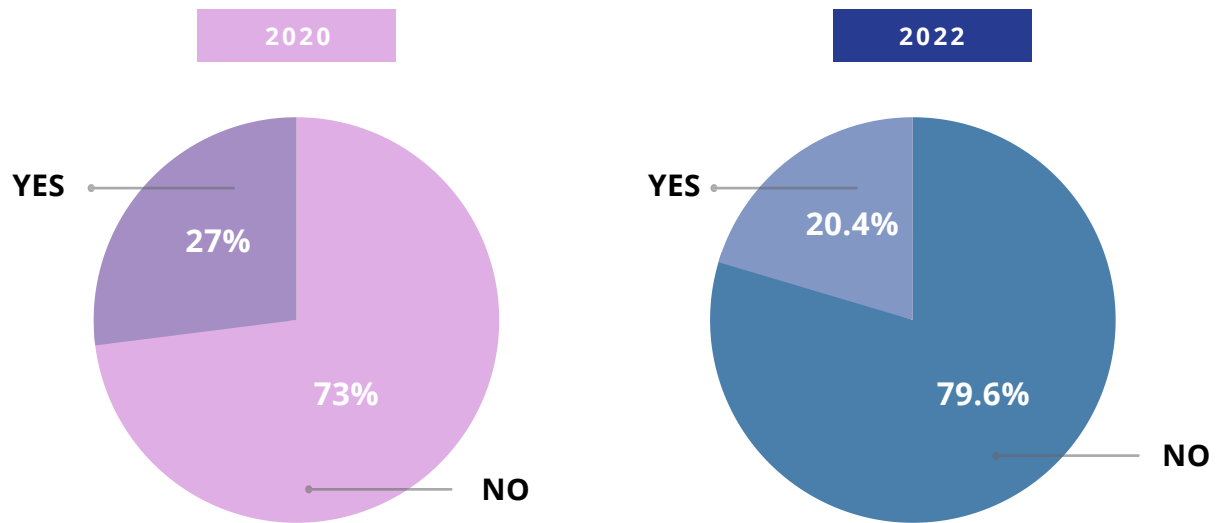
72% of case managers report receiving three weeks or more of paid vacation as part of their compensation package. This is up from 69% two years ago.

Work-Life Balance

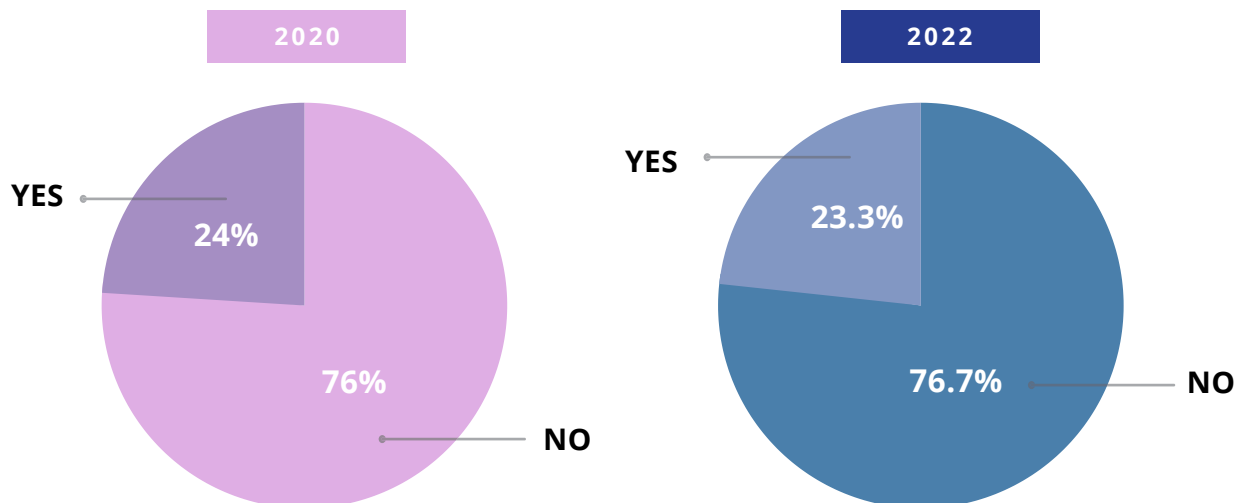
It appears that case managers have the opportunity for a good work-life balance with adequate vacation time, time off for holidays, and little required overtime. Since 2015, this trend has been moving in a positive direction with fewer case managers required to work weekends and overtime. The requirement to work holidays has remained about the same.



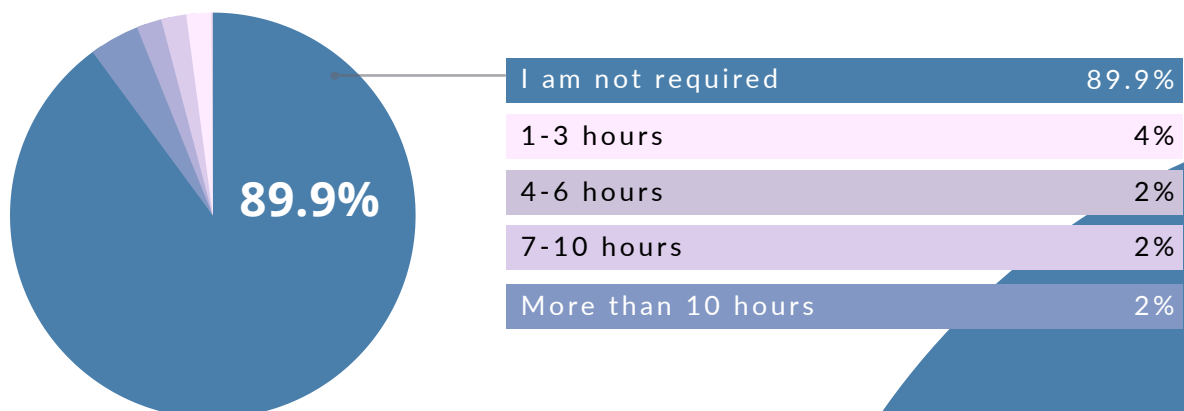
Are you required to work weekends?



Are you required to work holidays?

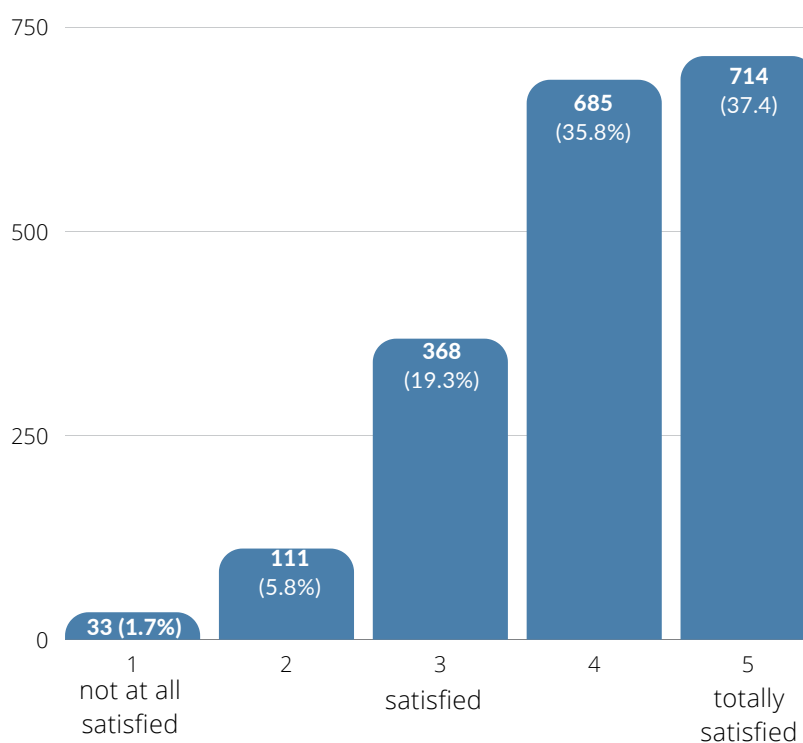


How many hours of overtime are you REQUIRED to work per week on average?



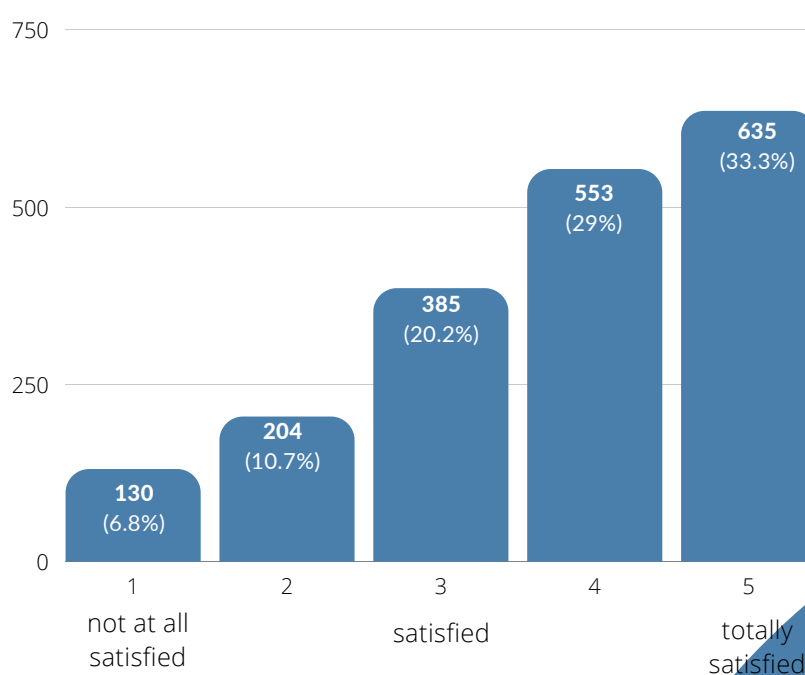
Case managers were asked to rate their level of satisfaction with their current job and management on a scale of 1 to 5.

How Satisfied Are You With Your Current Job?



More than nine out of 10 (92.5%) case managers who responded were satisfied with their job (≥ 3).

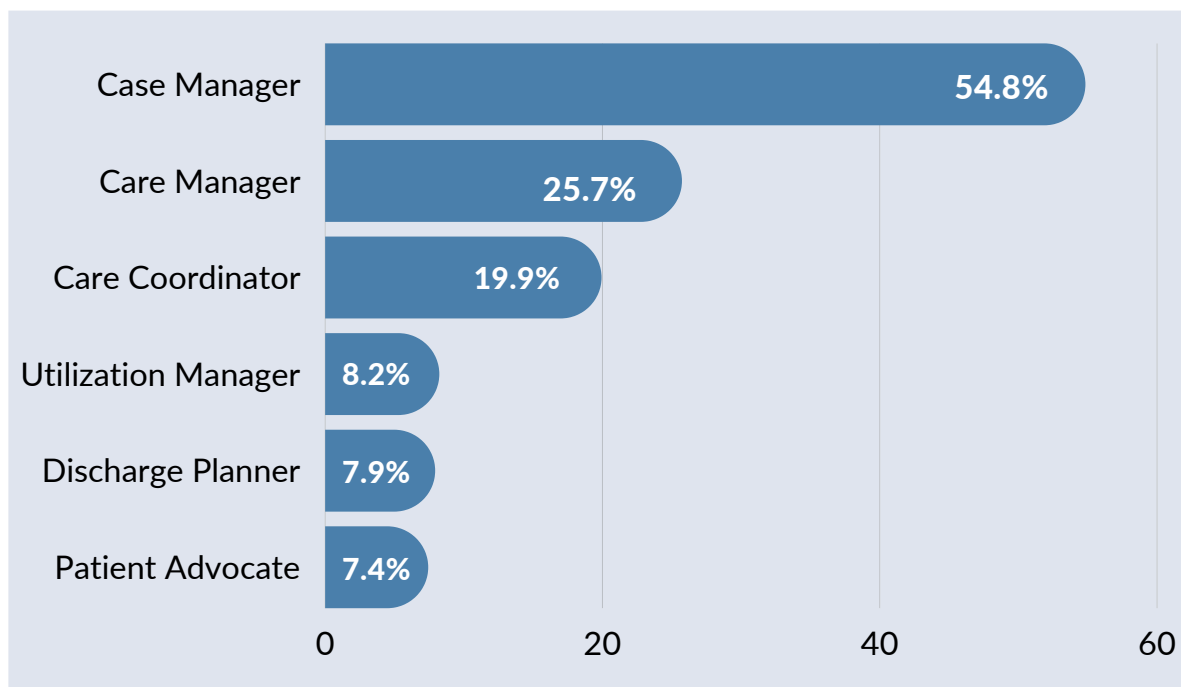
How Satisfied Are You With Your Management?



82.5% of case managers who responded were satisfied with their management (≥ 3).

Case Manager's Role

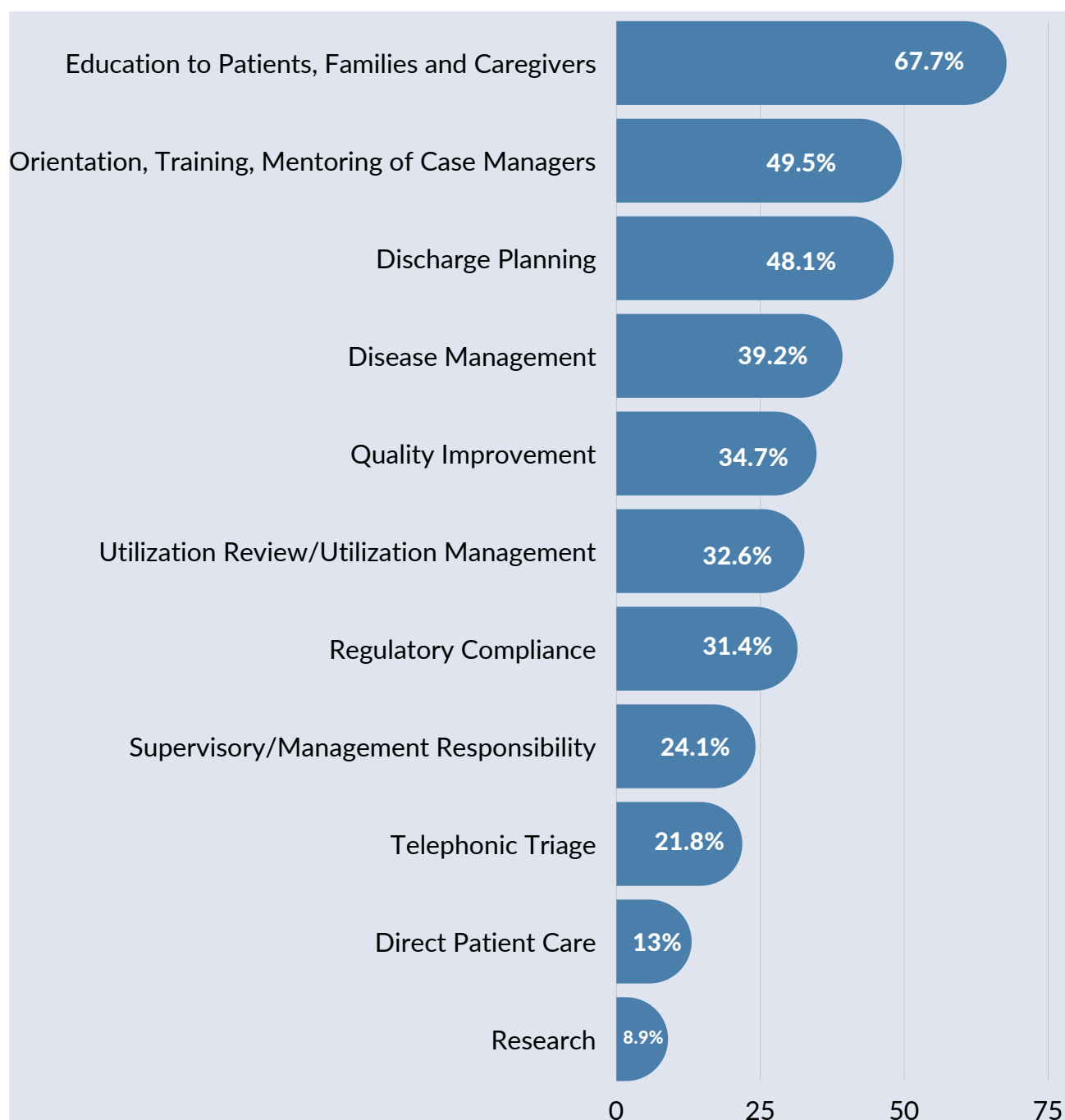
Which Of The Following Most Closely Represents Your Current Role/Job Title?



Case managers often have many different titles for what they do. Respondents to this survey indicated that they are mostly referred to as case managers (55%). Care managers and care coordinators are other popular titles for this role, making up another 46% combined. Other terms used include: utilization managers, discharge planners and patient advocates.

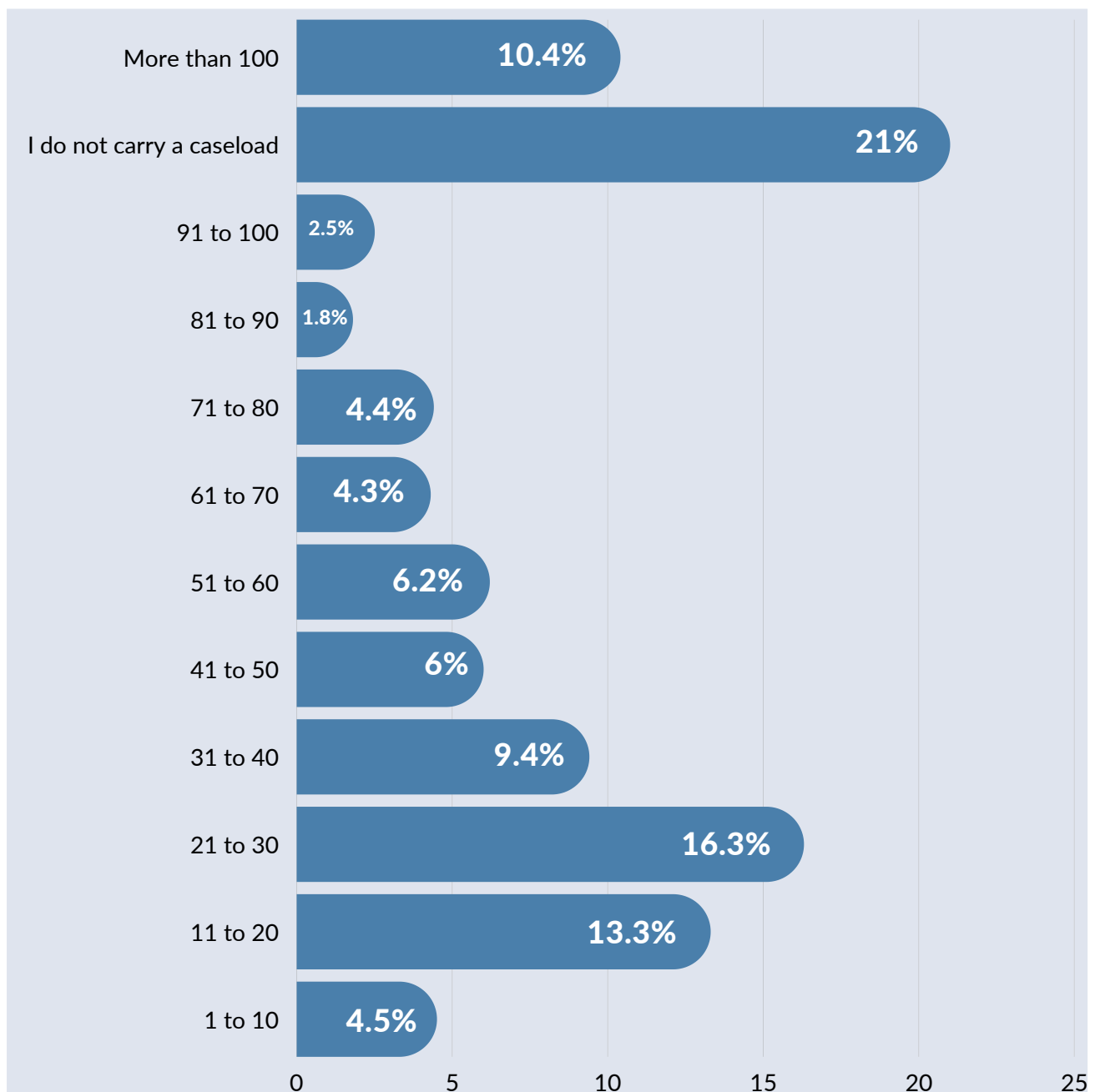


Which Tasks Are Currently Included In Your Job Duties In Addition To Assessment, Care Coordination And Care Planning?



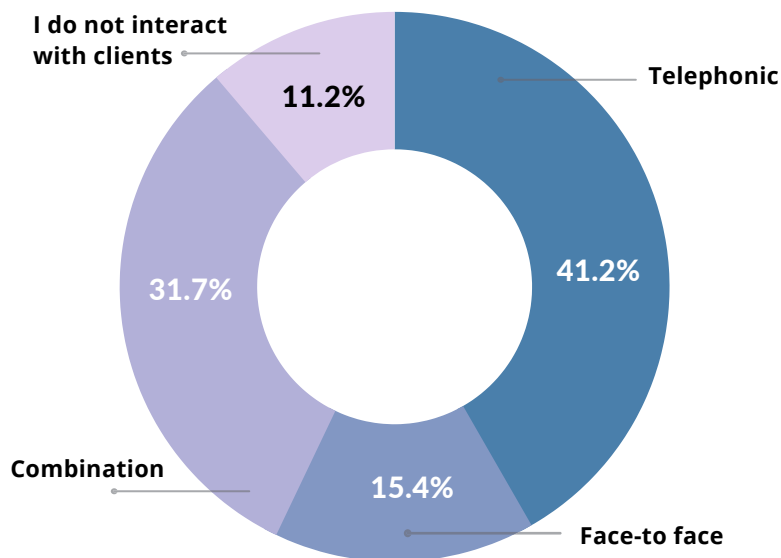
We had several answers to this question, but educating patients, families, and caregivers is listed as one of the leading functions of case managers outside of patient assessment, care coordination and care planning. We can expand on patient education being a critical component in case management, which necessitates the importance of case management in the broad healthcare continuum. It is important for case management leaders to have metrics to support this and illustrate how it is working to improve the delivery of care and contain healthcare cost.

What Is Your Typical Caseload?

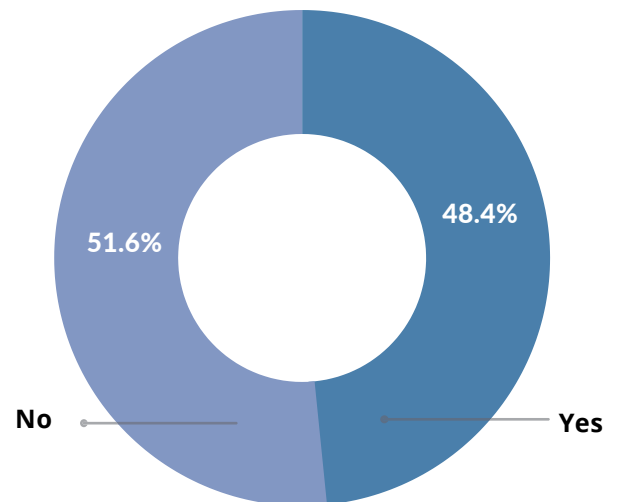


Caseloads are a long-standing issue in discussions with case managers because caseloads are individualized to each sector and organization. As a result, the question “what is your typical caseload?” requires deeper research. CMSA is working on a caseload calculator to help each sector predict better caseloads and staffing guidelines.

What Method Of Interaction Do You Primarily Use With Patients?



Did Your Primary Method of Interaction With Patients Change During The Pandemic?

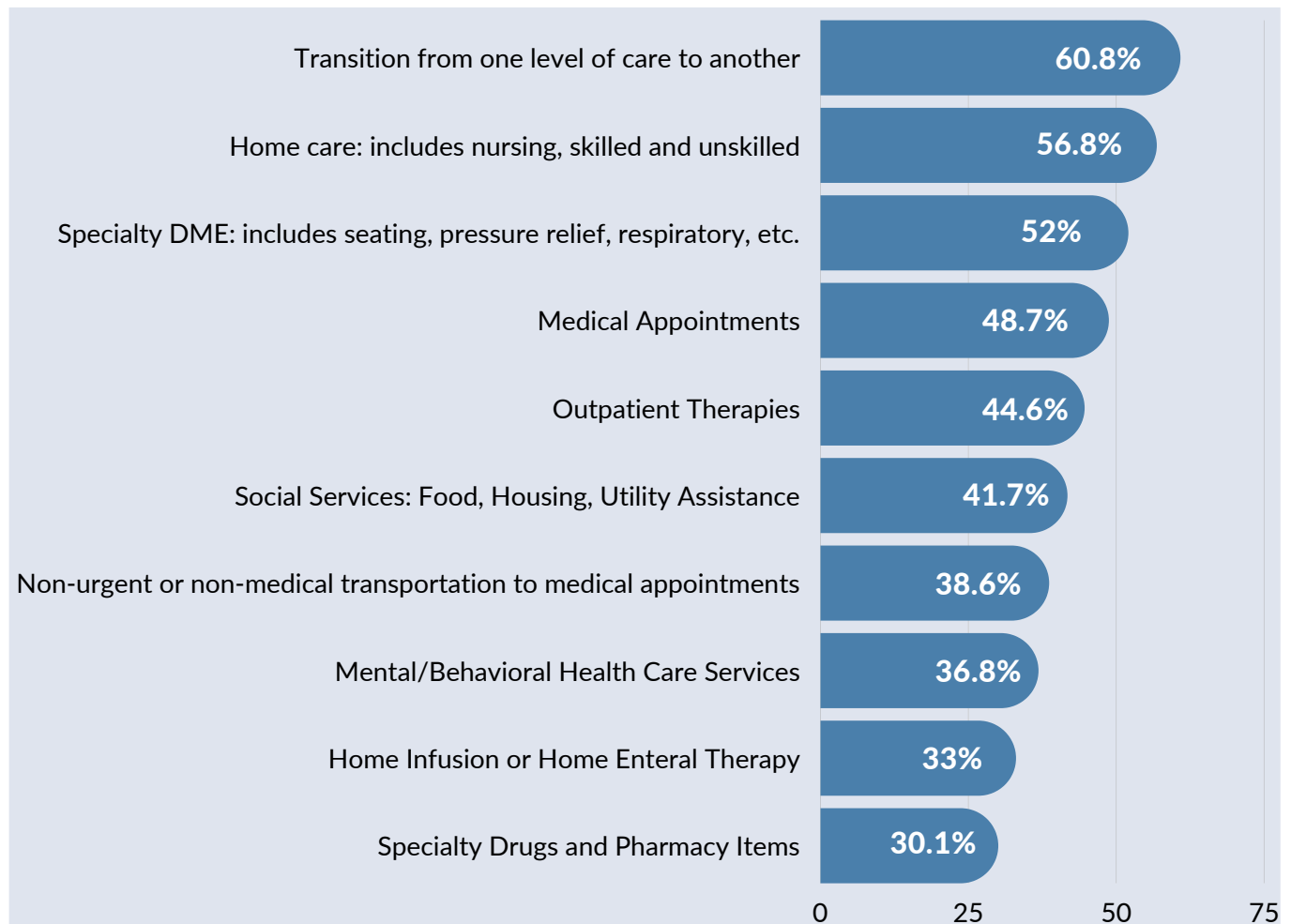


Like many other services, contact with patients is becoming more virtual and less in-person. Over 40% of case managers stated their primary interaction with clients was over the telephone, with only 15% listing face-to-face as the primary form of communication.

It appears that the COVID-19 Pandemic played a significant role in this shift with nearly half of all case managers reporting a change in their primary methods of interaction due to the pandemic.

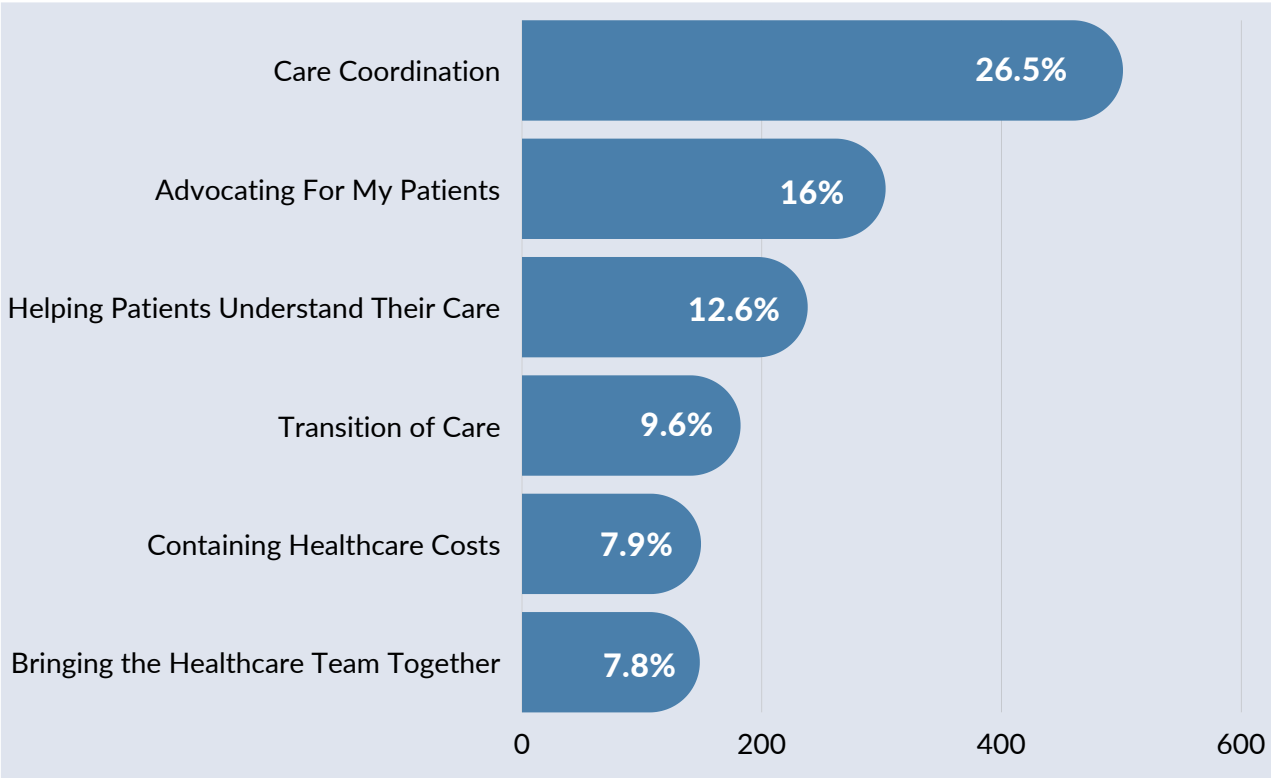
As COVID took the world by storm in 2020, many temporary workflows were put into place for safety. In a future survey, it will be interesting to see if those changes remain in place along with their long-term impact on efficiency and patient satisfaction.

What Type of Service Do You Most Often Coordinate/Facilitate?



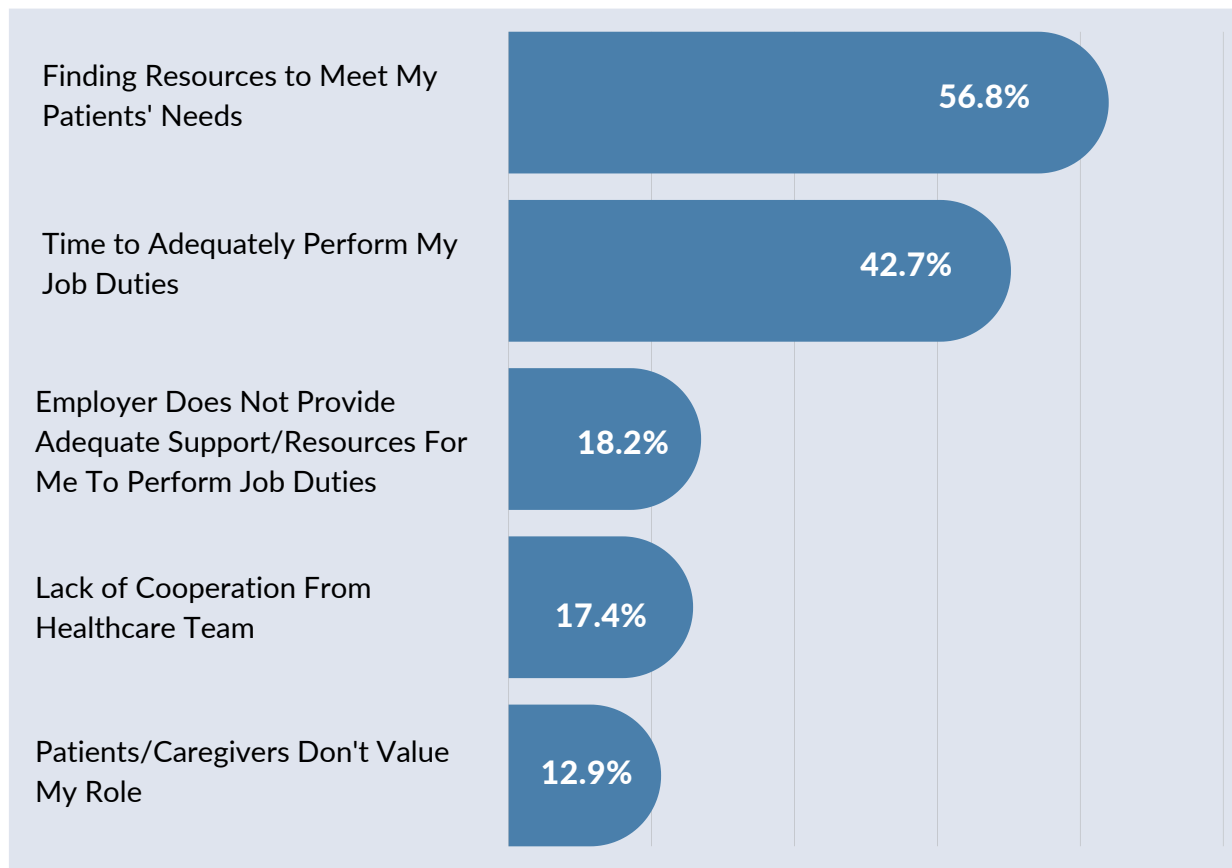
Case managers coordinate and facilitate a variety of services to meet their patients' diverse needs. Metrics to show the value these services bring will be important to showcase as we move to value-based care models.

What Is The Value You Bring To The Patients You Care For?



This graph reveals the valuable services case managers provide. As we move into value-based care payment models, having metrics illustrating how case managers improve patient outcomes, reduce cost and improve the patient experience will be important to validate the roles case managers play.

What Are The Major Obstacles You Face In Your Role As A Case Manager?



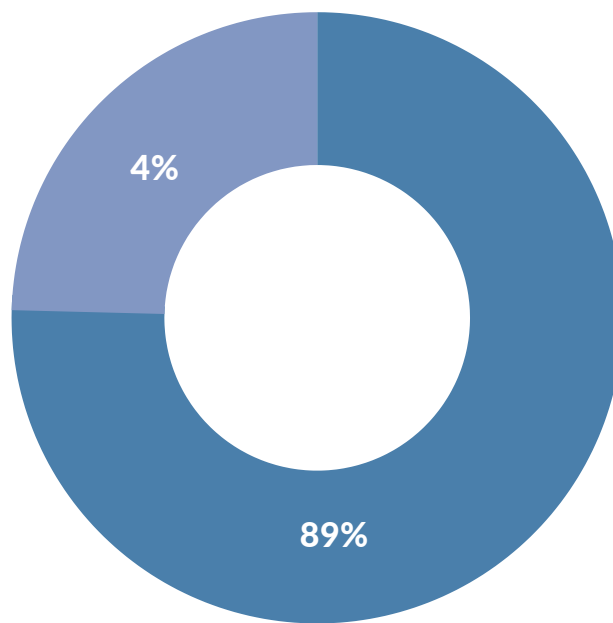
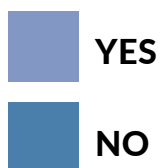
Case managers reported **finding resources to meet the needs of their clients as the number one obstacle they currently faced**. This moved to the #1 position from the #2 position over the course of the past two years. Organizations will need to work on resolving this challenge since it is an important factor that determines success or failure in meeting the goals of value-based care.

Two years ago, 60% of respondents listed lack of time as their #1 challenge. While this has greatly improved over the last two years, with only 47.5% listing this as their major obstacle, there is still work to be done. When case managers don't have time to perform their job duties to the best of their ability, their patients' health and their employers' metrics suffer.

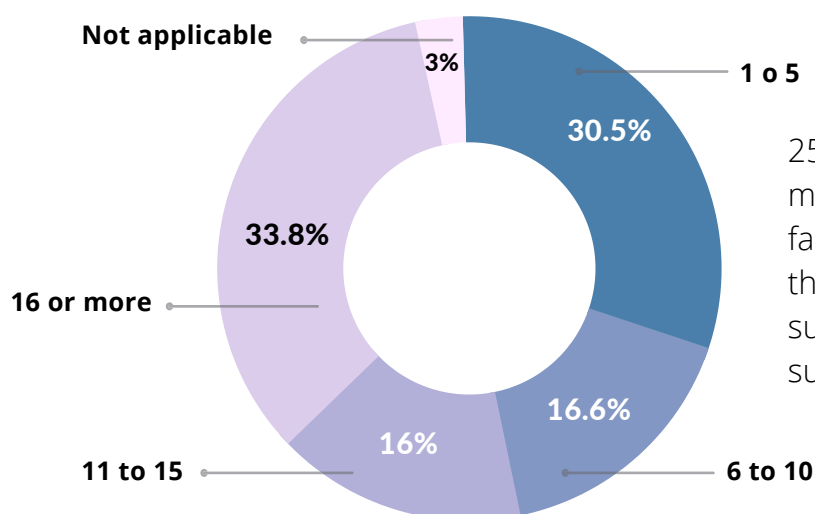
Interestingly, 0.5% indicated that they faced no obstacles in their role as a case manager. Since we now know it is a possible achievement, it is a goal all organizations should strive for.

Organizational Management

Do You Supervise Staff?

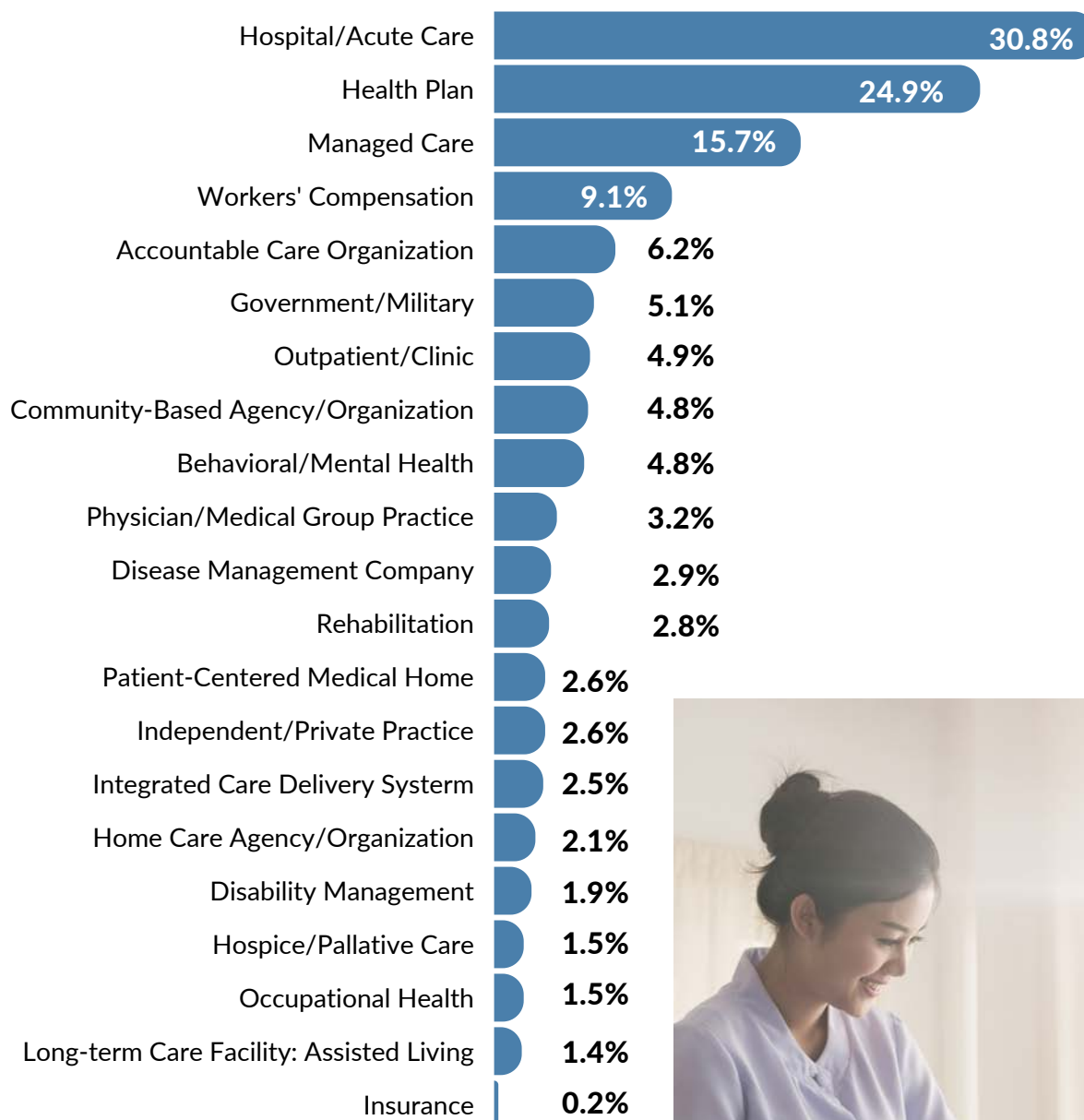


How Many Individuals in Case Management Do You Routinely Supervise or Manage?



25% of respondents supervise or manage staff. Of those who do, it is fairly equally divided with about a third supervising five or less, a third supervising six to 15, and a third supervising 16 or more.

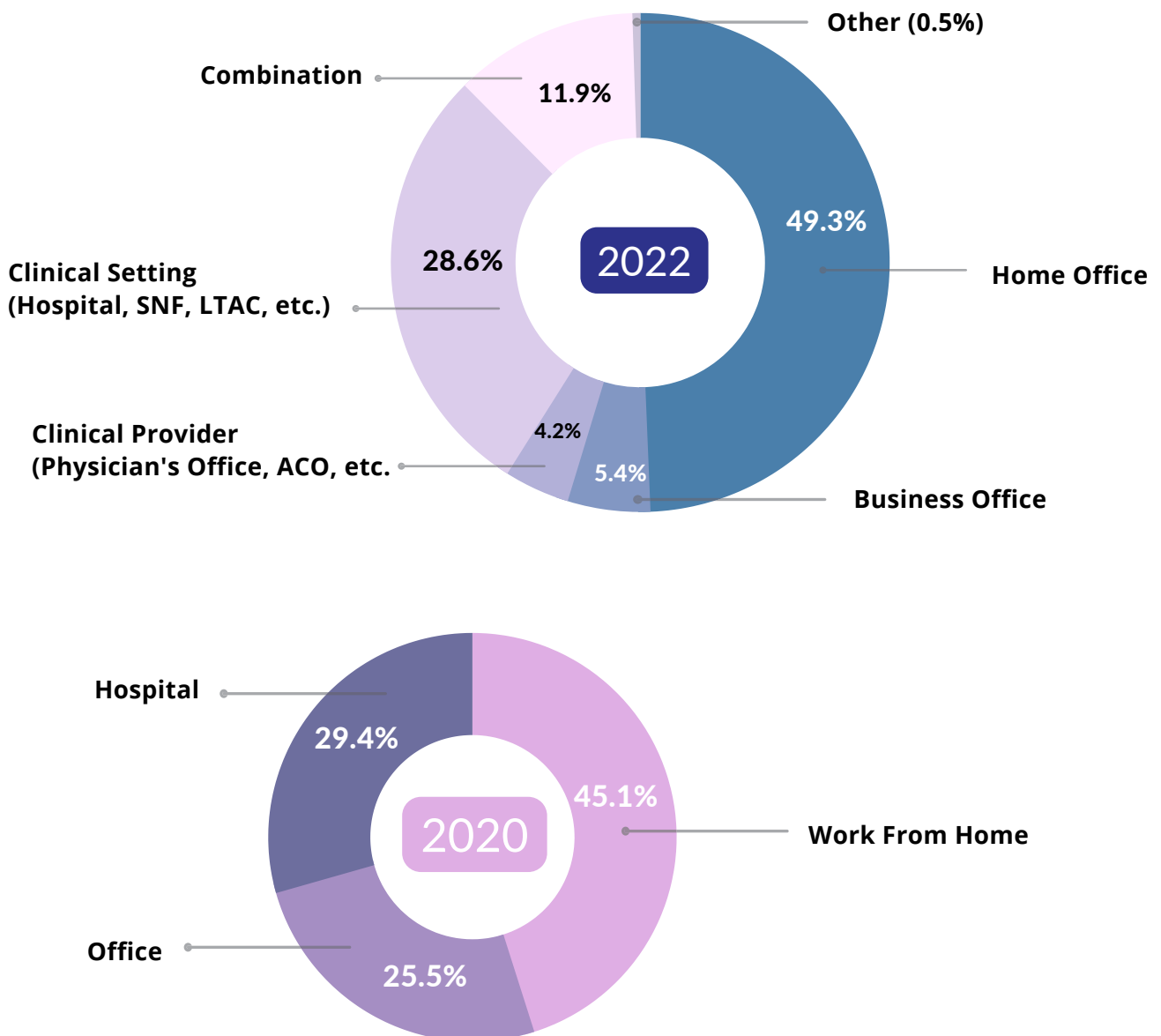
What Is Your Primary Work/Practice Setting?



Survey responses confirm that case management is practiced in every sector of the healthcare system, with most case managers working in the managed care/health plan (41%) and hospital/acute care (31%) settings. Workers' compensation comes in a distant third at 9% and a variety of settings make up the remaining 20%.

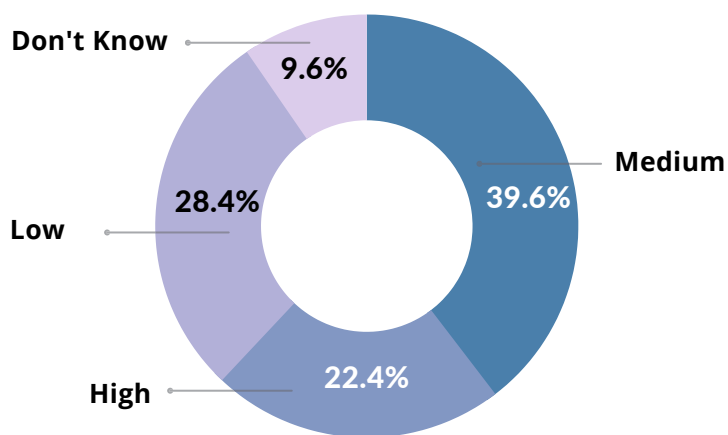


What Is Your Work Environment/Setting?

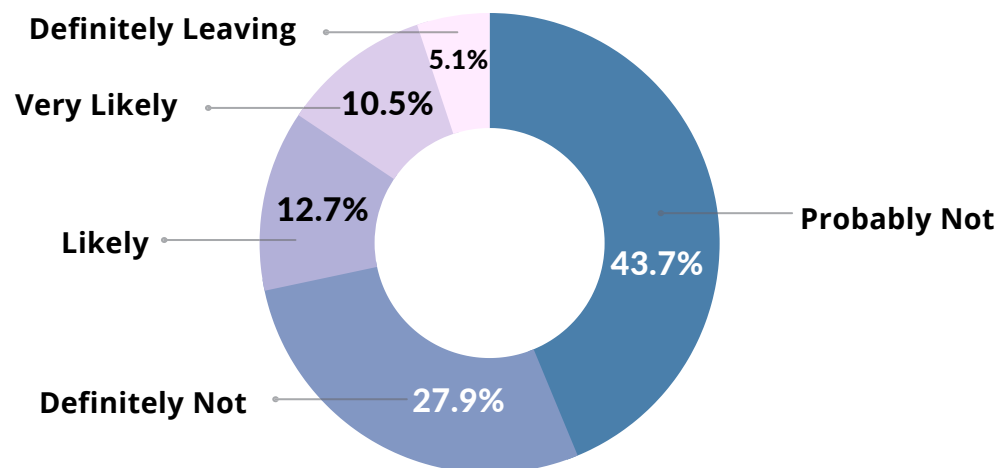


49% of the case managers currently work from home compared to 46% from two years ago. It is surprising that the increase is not higher considering the number of non-healthcare related companies that have chosen to have employees work remotely. While this may be more of a challenge for acute care case managers, it is certainly doable for managed care/health plan case managers.

What Are The Turnover Rates In Your Organization?



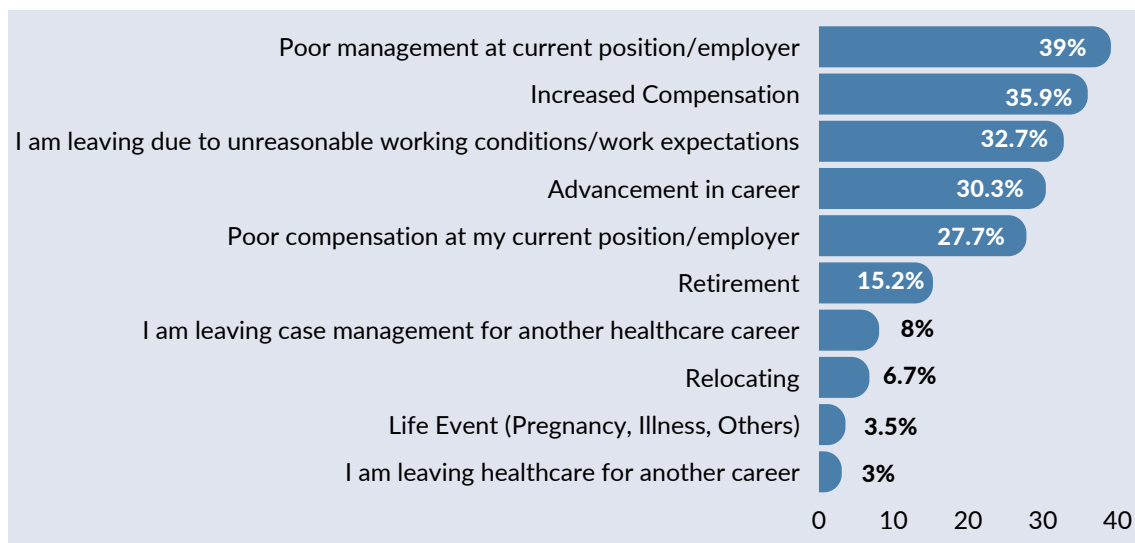
How Likely Are You To Leave Your Current Position or Employer This Year?



There are significant turnover rates in many organizations and yet an overwhelming majority (over 70%) of the case managers surveyed have no intention of leaving their current employer. This could be due to new hires with no previous case management experience leaving soon after they are hired. We previously looked at the fact that many case managers receive only on-the-job training. This means they have no prior knowledge of case management and may not realize the steep learning curve involved.

Those in charge of hiring may want to consider those who have successfully completed training in case management prior to being hired, such as CMI's Foundations of Case Management Course or CMSA's CM Boot Camp program and Educational Resource Library. Having invested their time and money in a robust training in advance, these individuals will have a good understanding of what case management is prior to being hired for the position and therefore, more likely to be successful in their new role.

We Have Asked Those Who Were Leaving Their Current Position/Employer To Give Their Reason



High turnover rates are worrisome. They impact workflow, metrics and client outcomes. Managers need to identify the root cause of turnover rates and work to lower them.

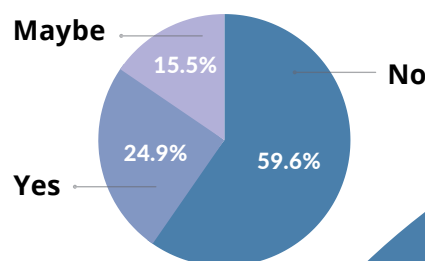
It is said that people don't leave bad jobs; they leave bad bosses. This is true of case managers. Those who responded that they were considering leaving their organization cited poor management as the number one reason.

Good case managers do not necessarily make good bosses. **Organizations should promote based on demonstrated leadership skills rather than years of service, education or some other arbitrary factor.** Consider those who people turn to for assistance, answers and advice. These are your future leaders; they already have the respect of their colleagues and have demonstrated the necessary leadership skills.

Challenging work conditions and dissatisfaction with salaries were the second and third most reported reasons for leaving. This is an essential indicator for leadership to better understand the importance of work-life balance to their staff.

Has The COVID-19 Pandemic Affected Your Decision to Leave Your Current Position/Employer?

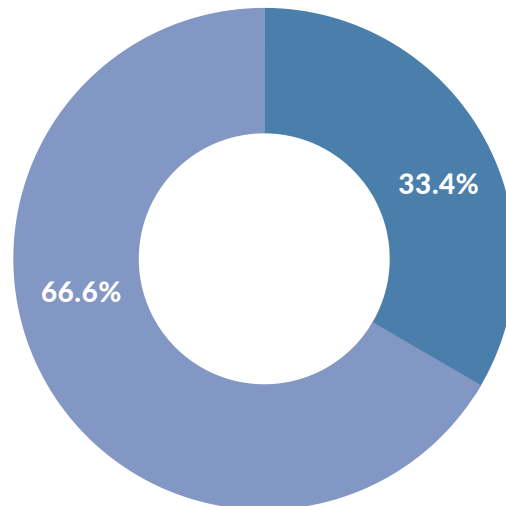
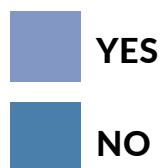
We asked the separate question to those who indicated that they were likely to leave their employer about the pandemic's influence on their decision. It is apparent from the responses that the COVID-19 pandemic has caused many case management professionals to rethink their jobs.



Certification

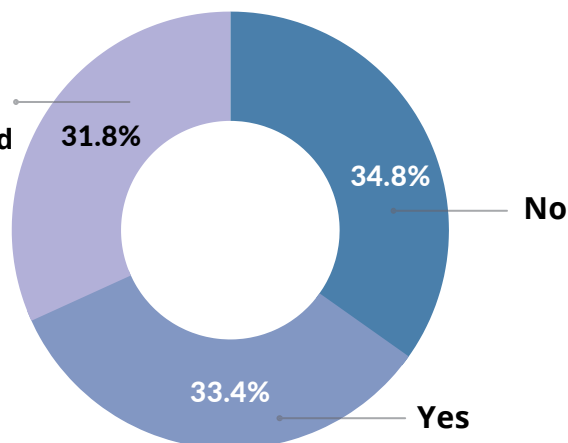
Do You Hold Professional Certification in Case Management?

Most (67%) of the respondents to this survey hold a national certification in case management.



Is Any Professional Certification Required By Your Employer?

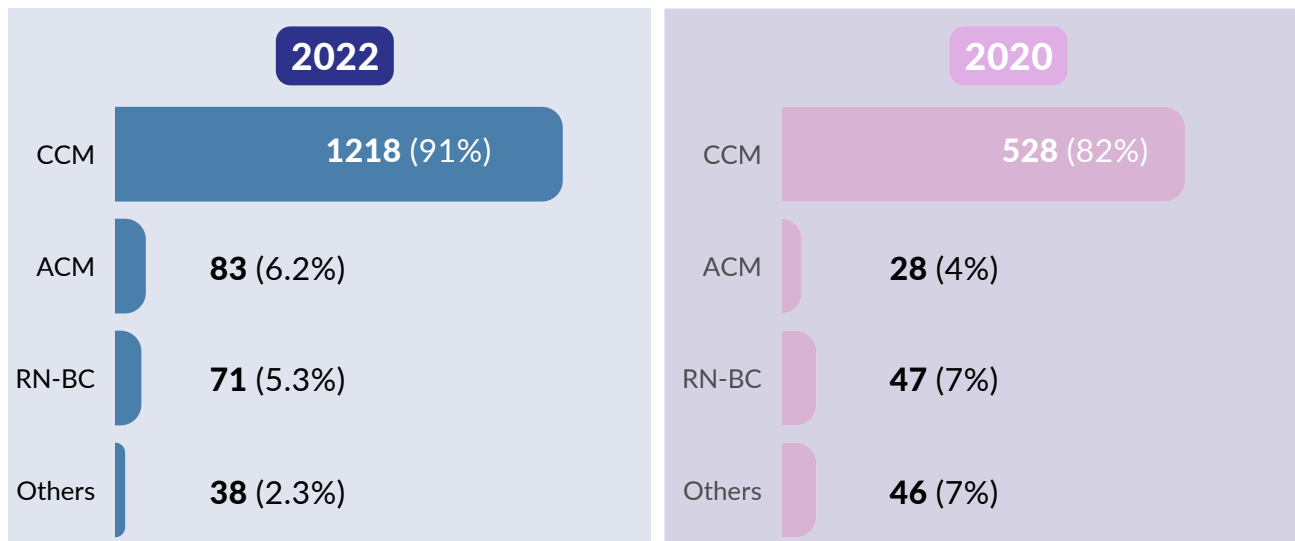
Not required,
but encouraged



Interestingly, the number of respondents who hold a professional certification is nearly the same as the respondents whose employers either require or encourage certification.

Most employers require or encourage case managers to step up to case management certification. Managers and educators should be versed in all the national certifications for case managers and which one would be best for their professional development. There isn't one certification that fits all.

What Certifications Do You Hold?

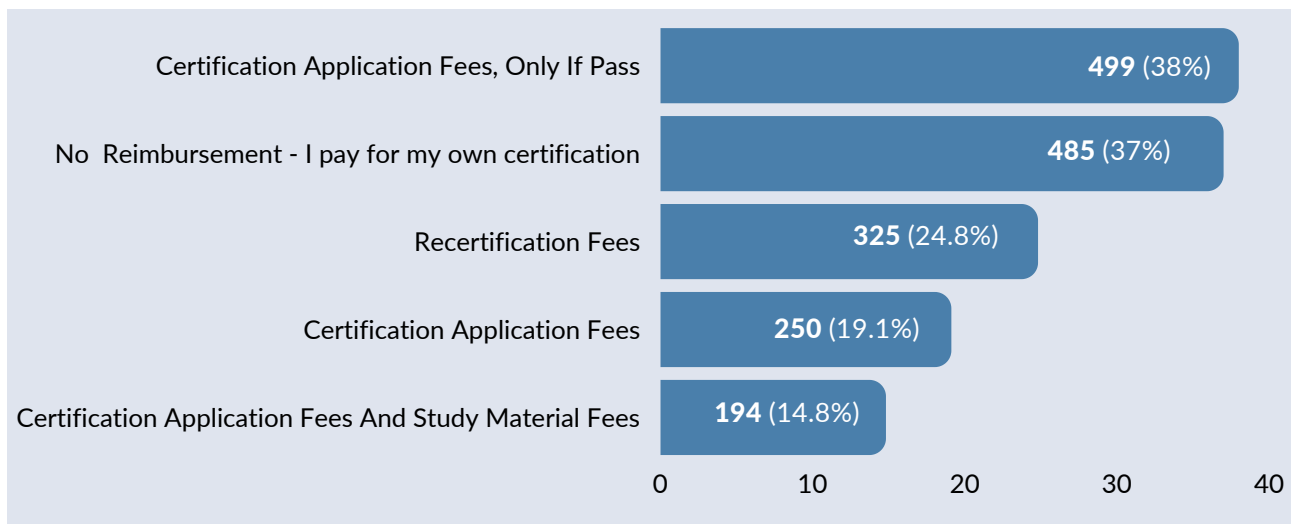


Certified Case Manager (CCM) continues to be the leading certification for case managers. In fact, it has had a significant increase in the last two years. Two years ago, CCM accounted for 80% of respondents who were certified, 85% in 2021 and this year, they account for 91%. This is a significant increase in such a short period of time. In the same time period, the percentage of ACM certifications from 4% to 6%, while RN-BC certifications held steady at 7%.

Case managers have many choices for certification. The key for those considering becoming certified is to ensure that the certification complements their professional goals.



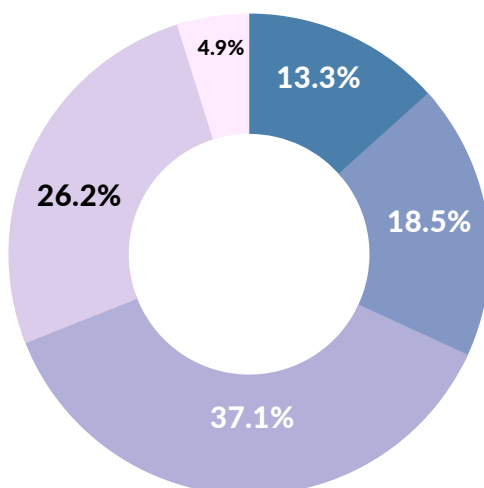
How Are You Reimbursed For Certification?



Certification and its maintenance can be expensive and time consuming for the individual case manager. As the chart shows, there are various ways for employers to ease the burden on their employees for costs associated with obtaining and maintaining a national case management certification.

37% of case managers report they receive no reimbursement for certification. Employers who require or encourage certification but don't financially support the endeavor are sending a mixed message. This is a small price to pay that reaps enormous benefits for the organization.

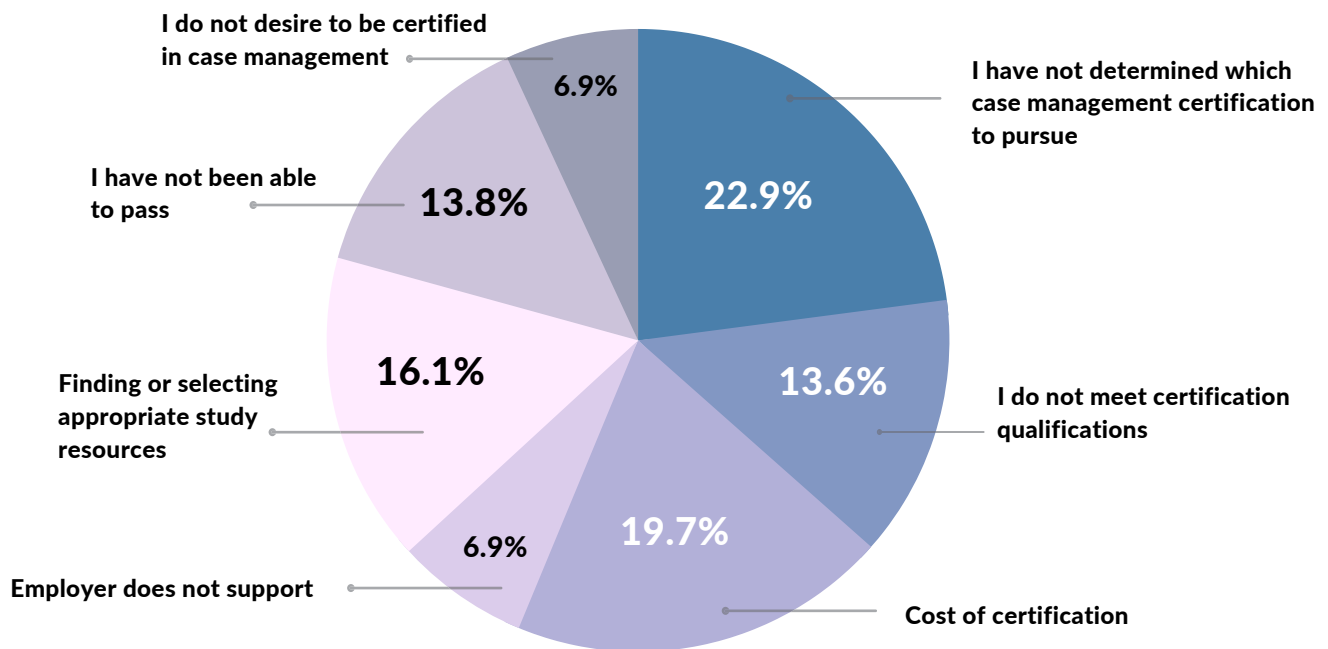
If Certification Is Required, What Is The Time Frame In Which You Must Receive Your Certification?



- Prior to hire** (13.3%)
- 1 Year** (18.5%)
- 2 Years** (37.1%)
- 3 Years** (26.2%)
- 4 Years or more** (4.9%)

While 16% of respondents were required to obtain case management certification prior to being hired, the majority were given time to accomplish this. Employers should consider the eligibility criteria and testing cycles of the various certifications and base the time frame accordingly. Case managers will want to start researching this upon hire to make sure they are working towards meeting this requirement.

If You Do NOT Hold A Professional Certification in Case Management, What Is The Primary Reason?



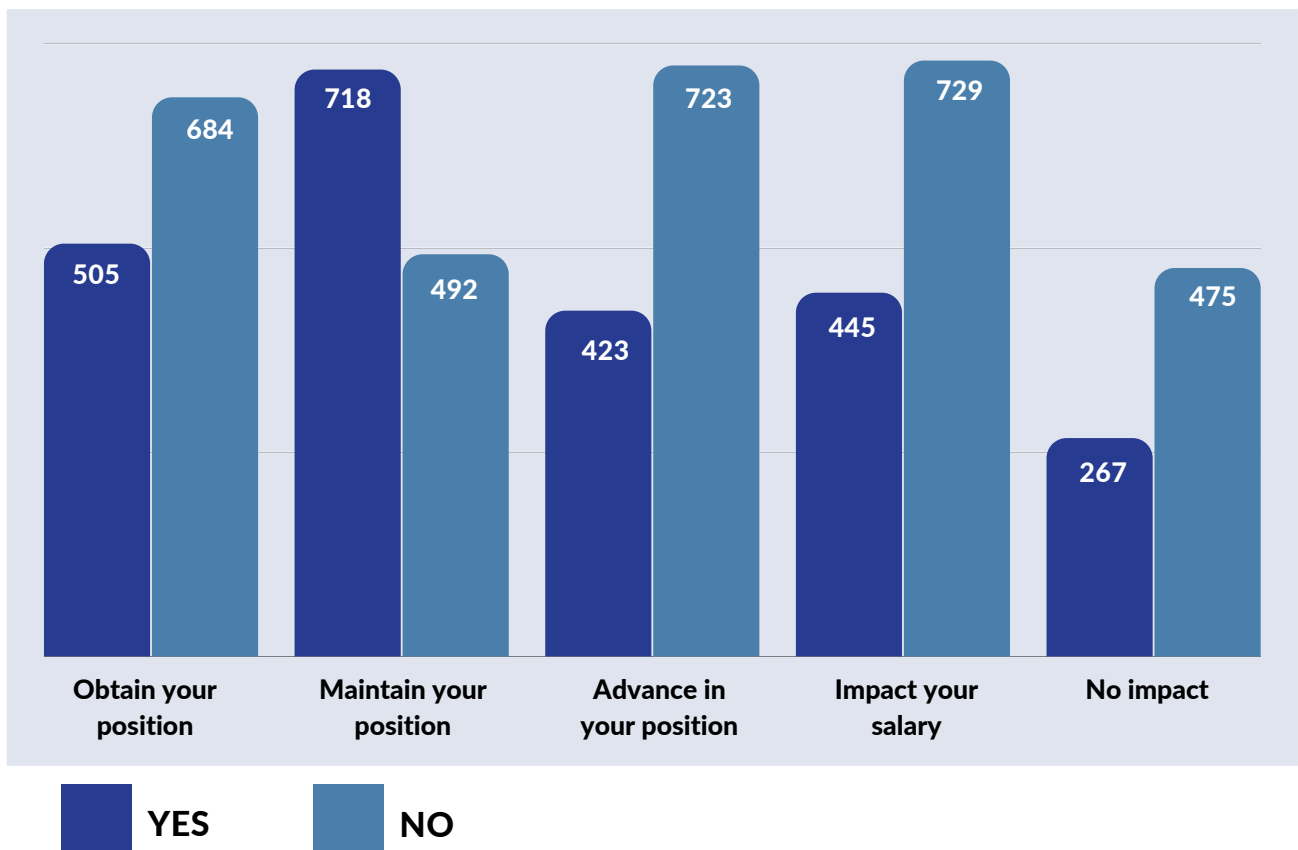
Respondents who do not have a certification in case management have varied reasons for why. While only 7% do not desire to be certified, the remaining list a variety of reasons for not having accomplished this yet.

20% have not determined which certification to pursue. There are two valuable resources for this group.

1. CMI's article [Which Case Management Certification Should I Choose](#) lists the top three case management certifications and gives information on each to help you choose which is right for you.
2. [Anne Llewellyn](#) has written a special report called Stepping Up to Certification where she lists all of the case management-related certifications and information about each of them.

For those who list finding appropriate study resources (17%), as well as those who have been unsuccessful in passing up to this point (14%), CMI has a free mini-course [Successful Study Strategies for the CCM Exam](#). CMI also has several book and course options to meet individual needs.

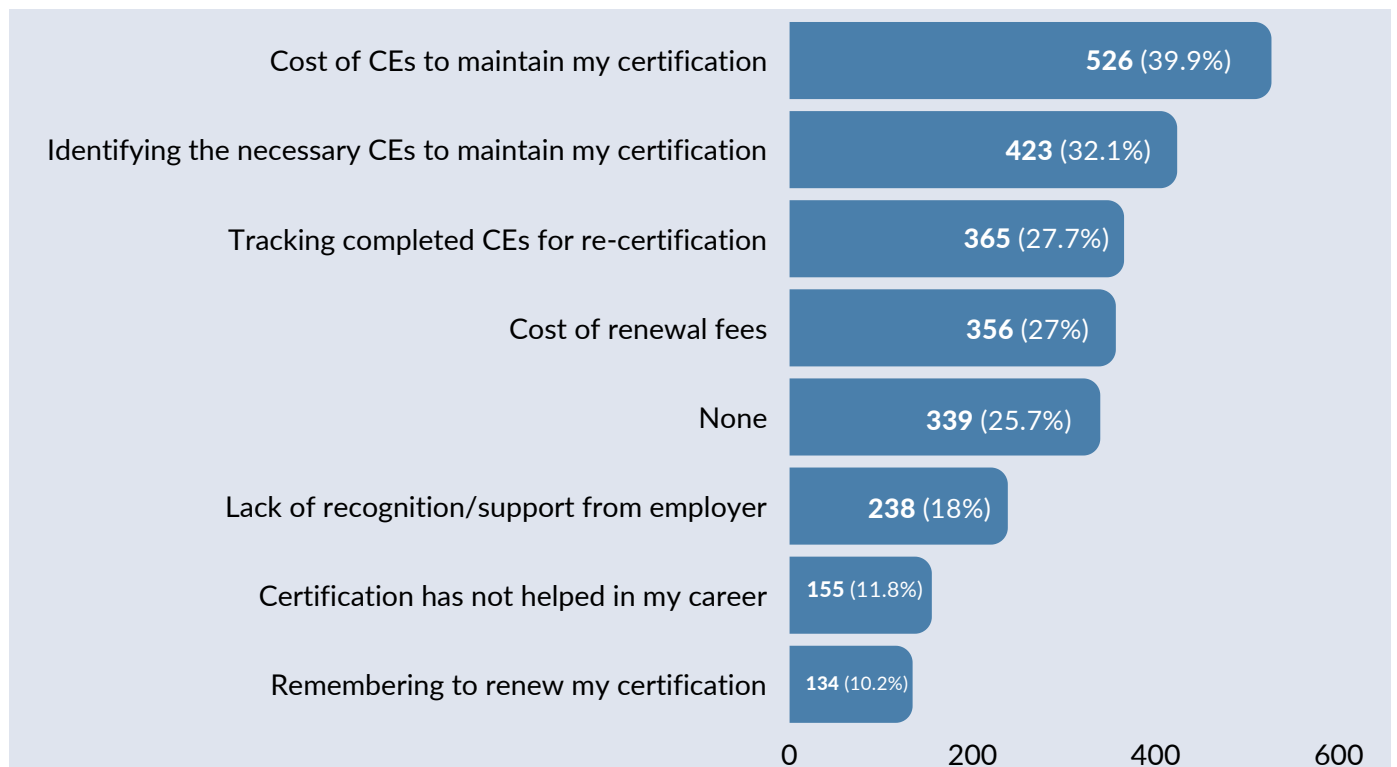
Has Holding A National Certification Helped You To:



Most respondents who hold a certification in case management indicated that it has helped them to maintain their position (59%). 42% report that certification has helped them to obtain their position. A little over a third report it has helped them to advance in their position or increase their salary (37% and 38%). Only about 20% of those who hold a certification indicated that certification has had no impact on their career.



What Are The Most Significant Barriers to Maintaining Case Management Certification?



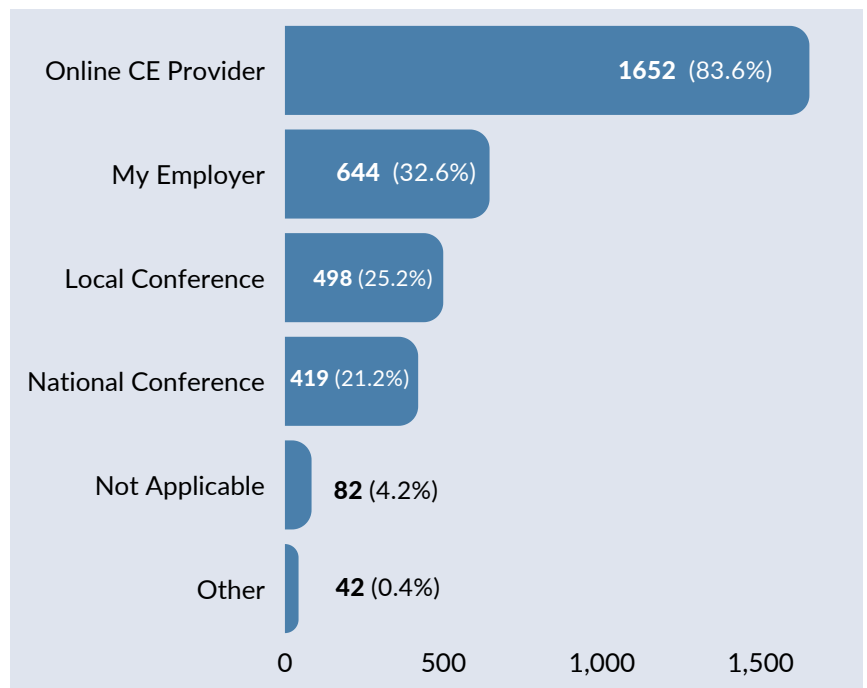
Responses reveal that there are several barriers case managers face surrounding the maintenance of certification. The most significant barriers include the identification and cost associated with obtaining the required continuing education (CE) needed to maintain certification, followed by tracking those CEs.

Continuing education is important for case managers; certification bodies and employers should work to make it easier for their employees.

Continuing Education

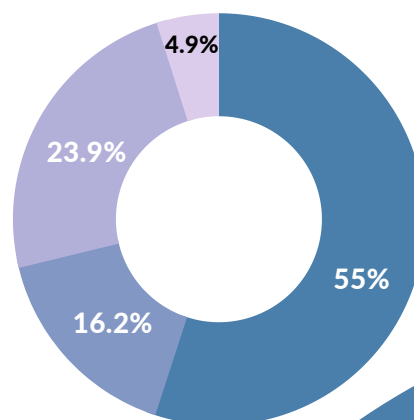
Where Do You Get Your Continuing Education Credits?

Case manager respondents report that they obtain their continuing education credits online. It will be interesting to see if case managers continue to use online education for continuing education credits or move back towards national and local conferences as the pandemic subsides.



Who Generally Pays For Your Continuing Education?

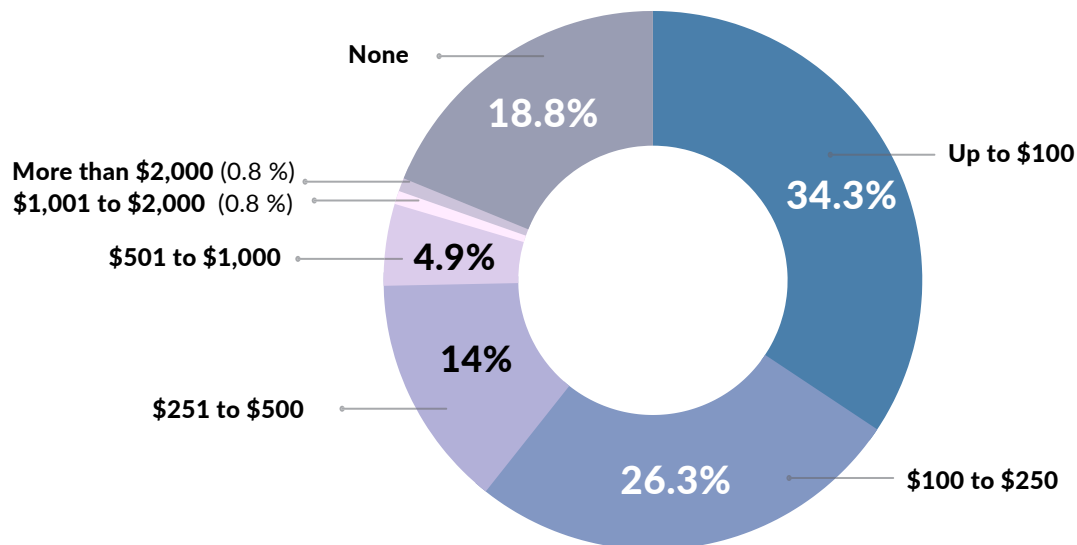
This image shows that 55% of professionals who answered this question pay for their own CEs, with another 23.9% reporting some combination for both personal and employer payment. The reveals that case managers are taking more responsibility for their own professional development.



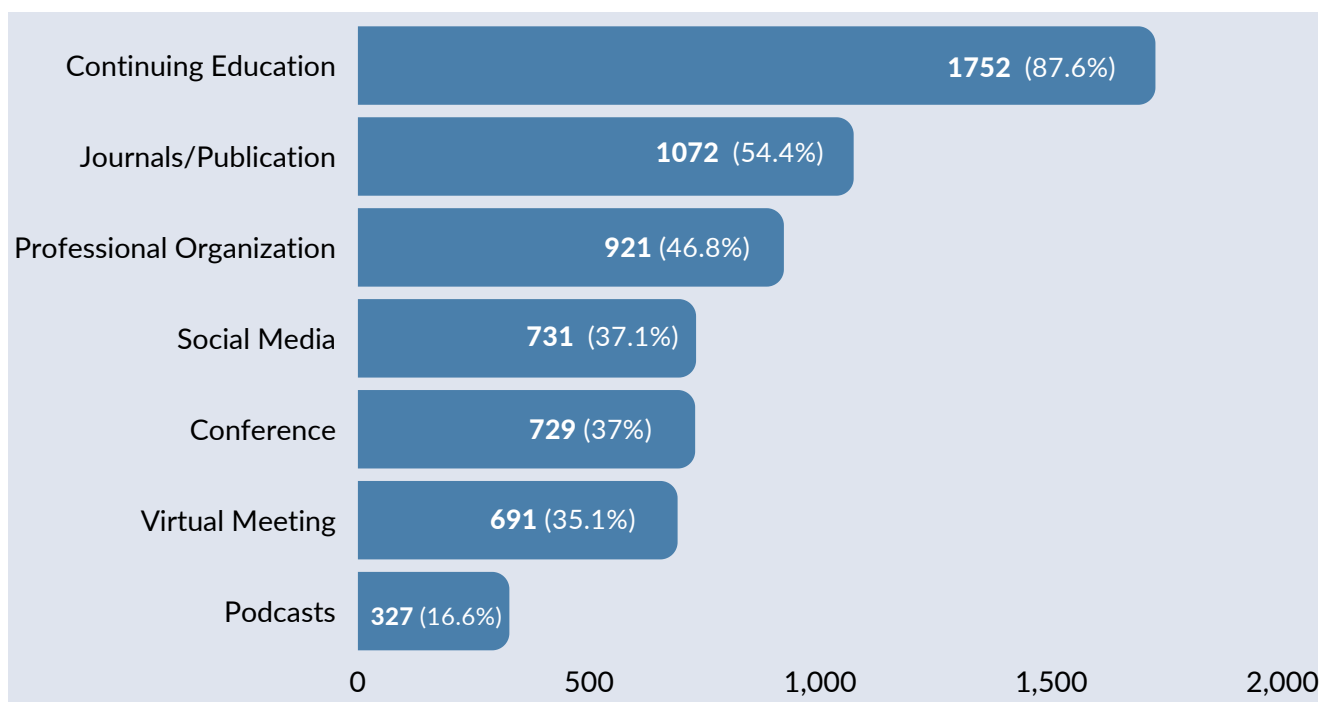
- I pay for my own CEs (55%)
- My company pays for my CEs (16.2%)
- Some combination for personal and employer payment (23.9%)
- Not applicable (4.9%)

How Much Do You Typically Spend Personally on CEs Per Year?

Less than 20% of case managers do not pay for continuing education. Most case managers pay for continuing education but not more than \$100 - \$250 per year.



How Do You Keep Up With Current Trends and Changes In Healthcare?



Professional case managers use a variety of mediums to keep up-to-date with trends and changes in healthcare. Continuing education remains the #1 way that they accomplish this.

PARTNERING WITH CMSA IS AN INVESTMENT IN YOU!

The Case Management Society of America (CMSA) facilitates the growth and development of professional case managers across the healthcare continuum, promoting high-quality, ethical practice benefitting patients, their families and support systems. Members have access to professional development and collaboration, practical resources and tools, and opportunities to influence public policy on issues vital to case managers practicing across the entire care continuum and at every level of practice – all to help you do your job better.

Joining is easy! Visit <https://cmsa.org/portal/join/> to sign-up and start taking advantage of the benefits of membership today.



THE VALUE OF BELONGING — CMSA MEMBERSHIP

A Testimonial

I have been involved with CMSA for over 14 years and, in that time, I have witnessed the power of professional networking and membership. At one particular CMSA Chicago chapter dinner meeting, I was speaking with a member (hospital CM) who was frustrated over trying to provide a safe discharge plan for her patient and felt like she was out there all alone.

The discussion centered on a particular piece of durable medical equipment (DME) needed and having difficulty obtaining authorization from the insurance carrier. One of the other attendees at the table asked what the insurance company's name was. When told, she stated, "I work there and we are contracted with these 2 DME providers." Another attendee joined the conversation stating, "I am the rep for one of those companies." They all exchanged contact information and agreed to a conference call in the morning to resolve the patient's issue/needs. I heard back from the hospital CM later the next day thanking me for helping to connect them. The situation had been resolved and the patient was receiving the equipment needed.

"I see this type of magic time and time again — at least once a month. I have been blessed to connect people directly because someone reached out to me in an email with a problem. I could not do any of this without being connected through CMSA and a wider case management community."



Colleen Morley, DNP, RN, CCM, CMAC, CMCN, ACM-RN

COMPARING CASE MANAGEMENT TO NURSING

You might find it interesting to know how Case Managers compare to other Healthcare Professionals in terms of salary, benefits and job satisfaction. Luckily, *American Nurse Journal (ANJ)* released their 2021 Nursing Trends and Salary Survey results in November of 2021 so we can make the comparison.

The first interesting fact is the number of participants in each survey. The ANJ had over 4,500 nurses respond to their survey. We had over 2,000 case managers reply to our survey. While we received less than half of the responses they did, considering the total number of nurses versus the number of case managers, we did comparatively well.

THE DEMOGRAPHICS

Because of the way the questions were asked, we are unable to get a true age comparison, but it looks like case managers may be a little older on average than nurses. This makes sense since most case managers have healthcare experience such as nursing, medical social work or therapy before entering the field. The average age of the nurses replying to the ANJ survey was 53 (Senior, 2021), while 58% of case managers were 51 or older. Only 2% of case manager respondents were 30 or younger.

While it is believed that men comprise about 7% to 9% of the nursing profession, our survey found that they make up only 3% of case managers.

EDUCATION AND CERTIFICATION

The level of education for both groups is about the same with 80% of AJN (Senior, 2021) and 83% of CM respondents holding a bachelor's degree or higher. This is interesting because although case management is considered an advanced practice of nursing or another profession, it does not require any additional education. This makes it faster and less expensive to transition to than other advance practice career options.

While case managers may not have higher degrees than nurses, more of them do hold certifications. While only 39% of nurses reported having a certification in their chosen specialty (Senior, 2021), two-thirds (67%) of case managers hold a professional certification.

CASE MANAGERS EARN MORE THAN NURSES

Most case managers (62%) earn a salary of \$80,000 or more compared to only 39% of nurses who earn between \$80,000 and \$139,999 (Senior, 2021). This is interesting when you take into consideration almost half (49%) of the case manager respondents work from a home office. This eliminates the expenses related to transportation and meals away from home, which can result in a more disposable income for the case manager.

It appears this pay gap is increasing. While 56% of nurses stated they received a pay increase in the past year (Senior, 2021), 65% of case managers received a pay increase. In addition, 9% of nurses reported their pay decreased (Senior, 2021), compared to only 5% of case managers.

This may be why the majority of case management respondents (72%) plan to stay with their current employer while less than half (only 40%) (Senior, 2021) of nurses do.

HOW BENEFITS COMPARE?

Another important component of a compensation plan is the benefits. Overall, there wasn't a huge difference in the benefit packages offered to nurses and case managers; although case managers seem to have the advantage here also. Nearly all (92%) of case managers earn PTO compared to 82% of nurses (Senior, 2021).

HOW SATISFIED ARE NURSES & CASE MANAGERS?

Nurses and case managers were asked to rate their level of satisfaction on a scale of 1 to 5 (1 = not at all satisfied, 3 = satisfied, 5 = totally satisfied) on a number of areas including:

- Salary/compensation,
- Benefits,
- Amount of overtime worked, and
- Current job

SALARY AND BENEFITS

Not surprisingly, case managers are happier (85% ≥ 3 vs. 58% ≥ 3) with their salary/compensation. Considering they are making considerably more, this is to be expected. What is surprising is they are also significantly more satisfied with the benefits provided by their employers. More than nine out of ten (91%) of case manager respondents rated their satisfaction at ≥ 3 versus only about two-thirds (65.5%) of nurses (Senior, 2021).

OVERTIME

Just under two-thirds (63%) of nurse respondents were satisfied with the amount of overtime they worked (Senior, 2021). While we didn't ask case managers this question directly, we did ask if they were required to work overtime. Only 10% of case manager respondents reported that they were required to work overtime. Of those who are required to work overtime, the amount of overtime they are required to work is:

- <1 hour 12% (or 1.2% of all CMs surveyed),
- 1-3 hours 29% (or 2.9% of all CMs surveyed),
- 4-6 hours 25% (or 2.5% of all CMs surveyed),
- 7-10 hours 17% (or 1.7% of all CMs surveyed)
- >10 hours 17% (or 1.7% of all CMs surveyed).

OVERALL SATISFACTION WITH THE CURRENT JOB

Finally, and again not surprisingly, case managers are more satisfied overall with their current job than nurses. Whereas over three-fourths (77%) of nurses rated their satisfaction at a ≥ 3 (Senior, 2021), more than nine out of 10 (92.5%) of case managers did so.

References: Senior, R. J. (2021). 2021 nursing trends and salary survey results. *American Nurse Journal*, 16(11), 15–20.



Bio: Deanna Cooper Gillingham is an RN, Certified Case Manager, Author, Entrepreneur and Publisher. She has extensive clinical and case management experience. Deanna is author of CCM Certification Made Easy: Your Guide to Passing the Certified Case Manager Exam and Foundations of Case Management.

Deanna is passionate about developing the case management workforce. As co-founder and CEO of the Case Management Institute, she is dedicated to decreasing barriers to entry into this profession and developing case managers into leaders. She is also the co-founder of Case Managers Community, a Facebook group of over 20,000 committed case managers.



***Thank you for reviewing the 2022 Case Management
Salary and Trends Survey.***

Please feel free to share this report with your staff, employer, colleagues and anyone
you feel would benefit from the information it contains.

