



ISSUE BRIEF

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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 (CASE MANAGEMENT SOCIETY OF AMERICA) 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 Case Management workforce, including the pipeline of new case managers.
- Stress management.
- Geriatric workforce programs.
- CMSA and Corporate Partnerships.

THE OPPORTUNITY

1. Case managers are integral members of the care management team and should be included as part of multi-disciplinary teams.
 - Collaboration is essential for good quality outcomes regardless of how the care is delivered (in-person, Zoom, telephonically).
 - The impact case managers have on patients, families and communities should be shared and highlighted as the impact is powerful!
 - Case management 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. The Nurse Licensure Compact (NLC) and other professional compacts are an important part 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 a necessity, with case managers assisting in the process.
 - How to fill hiring needs in an emergency - considerations needed for retired nurses or other licensed professionals rejoining the workforce.
 - Consider alternate practices and be prepared to enact them in times of crisis.
3. CMSA collaborates with multi-disciplinary key groups, including, but not limited to:
- Individual states
 - Physicians, physician advocate groups
 - Advance practice nurses
 - Rehabilitation and Nursing Home administrations
 - Hospital administrations
 - Community health organizations