

Case Management Salary and Trends

SURVEY REPORT — 2024



Table of Contents

Contributor Page	i
Introducing the 2024 Case Management Salary and Trends Survey	ii
Survey Methodology	iv
Invest in Your Future with CMSA!	v
CASE MANAGEMENT WORKFORCE: DEMOGRAPHICS	01
Age Distribution	
Gender Representation in Case Management	
Evolving Ethnic Diversity in Case Management	
WORK EXPERIENCE AND PROFESSIONAL BACKGROUND	04
Education	
Primary Professional Discipline	
Years of Experience in Healthcare	
Years of Experience in Case Management	
EMPLOYMENT PROFILE	08
Work Status of Case Managers in 2024	
Organizations Employing Case Managers	
Years of Experience in Healthcare	
Years of Experience in Case Management	
Work Environment/Settings	
Trends in Work Environments for Case Managers	
JOB RESPONSIBILITIES AND WORKLOADS	19
Case Management Responsibilities: Beyond the Core Functions	
Caseloads	
Caseload Perception	

CLIENT INTERACTION METHODS IN CASE MANAGEMENT	24
<hr/>	
Survey Results: 2024 Case Manager-Client Interaction Methods	
Evolving Trends in Case Manager-Client Communication	
The Shifting Landscape of Client Engagement in Case Management	
WORK-LIFE INTEGRATION FACTORS	27
<hr/>	
Weekend Work	
Case Manager Weekend Work: Comparative Analysis 2020-2024	
Holiday Work Requirement	
Trend in Holiday Work Requirement	
Overtime Requirements	
COMPENSATION AND BENEFITS	32
<hr/>	
Salary Distribution for Case Managers in 2024	
Salary Trends for Case Managers: 2020-2024 Comparison	
Recent Salary Changes (Past 12 Months)	
Breakdown of Staff and Supervisory Salaries	
Salary/Compensation Satisfaction Among Case Managers	
Benefits	
Paid Vacation Analysis for Case Manager (2024)	
Satisfaction With Benefits Package	
JOB SATISFACTION	43
<hr/>	
Overall Job Satisfaction Among Case Managers	
Satisfaction With Management	
Comparison of Job Satisfaction to Management Satisfaction	
CASE MANAGEMENT PROFESSIONAL DEVELOPMENT AND CERTIFICATION	47
<hr/>	
Current Certification Status	
Types of Certifications Held By Case Managers	
Comparison to Previous Years	
Employer Certification Requirements (2024)	
Timeframe	
Comparison	
Perceived Benefits of Certification (2024)	
The Current and the Future of Case Management	vii

Contributor Page

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Deanna Cooper Gillingham is a leader in case management with extensive clinical and case management experience. Deanna is the author of "CCM Certification Made Easy: Your Guide to Passing the Certified Case Manager Exam" and "Foundations of Case Management: A Practical Guide for RNs Transitioning from Nurse to Case Manager." She is dedicated to developing the case management workforce, decreasing barriers to entry into the profession, and developing case managers into leaders.

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About the Case Management Society of America (CMSA)

The Case Management Society of America (CMSA) is the leading non-profit association dedicated to the support and development of the case management profession. CMSA is an international, non-profit organization founded in 1990. CMSA's mission is to promote the growth and value of case management and to support the evolving needs of the case management professional.

About the Case Management Institute (CMI)

The Case Management Institute (CMI) is dedicated to the professional development of case managers. CMI provides education and training aligned with accreditation, certification, and practice standards, ensuring case managers develop the knowledge needed to be effective case managers. CMI offers a range of products, including courses on Foundations of Case Management, Utilization Management, CCM Certification Preparation, and related publications.

Introducing the 2024 Case Management Salary and Trends Survey

Building on the success of our previous collaborations, the Case Management Society of America (CMSA) and the Case Management Institute (CMI) have once again partnered to conduct the 2024 Case Management Salary and Trends Survey and Report. Our partnership allows us to leverage our collective strengths, resources, and expertise to provide you with this in-depth report reflecting the experiences and perspectives of case managers across the industry.

Our collaborative effort has yielded an impressive response from 2,683 case managers, achieving a confidence level of 95% with a margin of error of $\pm 1.89\%$. This robust sample size offers an accurate and detailed picture of the current state of case management.

In response to the valuable feedback received from our community, we've expanded our focus on key areas that matter most to case managers and their employers. Notably, this year's survey dives deeper into salary structures and caseloads, providing critical benchmarks for professionals and organizations.

Some key highlights from our expanded insights include:

1. A detailed analysis of salary trends shows a significant upward shift in compensation since 2020.
2. An in-depth look at caseload distribution and its impact on job satisfaction and performance.
3. Expanded insights into work environments, reflecting the ongoing evolution of remote and hybrid work models.
4. A comprehensive examination of professional development and certification trends.

We've also enhanced our analysis to provide more actionable insights for case managers at all levels, from staff to supervisors and directors. These expanded interpretations offer valuable guidance for policy development, benefits considerations, and the advancement of case management practice, empowering you with the information you need for effective decision-making.

We encourage you to use this report as a powerful tool for your professional growth and organizational development. For individual case managers, the salary and benefits data can serve as career planning and negotiation benchmarks. Supervisors and managers can leverage the insights on caseloads, work environments, and job satisfaction to refine their team management strategies. Directors and executives will find the trend analysis invaluable for long-term planning and policy formulation.

We recommend reviewing the report thoroughly and discussing it with your colleagues or team. Consider how the findings align with your experiences and inform your case management practice or leadership approach.

We believe that sharing this knowledge strengthens our collective ability to improve patient outcomes and navigate the complexities of modern healthcare. We extend our heartfelt thanks to all who participated in this survey. Your input is invaluable in shaping our understanding of case management. As always, we welcome your feedback and suggestions for future surveys as we continue to improve this valuable resource for our profession.

We hope you will use these insights to improve your practices and elevate the critical role of case management in healthcare delivery.

Deanna Cooper Gillingham, RN, CCM, FCM

CEO, Case Management Institute

CaseManagementInstitute.com

Survey Methodology

The 2024 Case Management Salary and Trends Survey provides a statistically robust and comprehensive overview of the case management profession. Conducted from February 9-29, 2024, this biennial survey gathered 2,683 valid responses after data cleaning.

Key Survey Details:

- Sample Size: 2,683 valid responses
- Confidence Level: 95%
- Margin of Error: $\pm 1.89\%$ (assuming a population of 100,000 case managers)
- Response Rate: Approximately 13-18% (based on an estimated 15,000-20,000 invitations)

Survey Distribution:

The survey was distributed through multiple channels, including the Case Management Society of America (CMSA) membership and subscriber list, Case Management Institute subscriber list, and various social media platforms, ensuring a diverse and representative sample.

This robust sample size and diverse distribution method provide statistically significant insights into the case management field. The survey explores critical aspects including job satisfaction, workforce composition, compensation, and professional development.

By comparing 2024 results with previous years' data, we identify significant trends and shifts within the field. These findings provide valuable insights for case managers, healthcare administrators, and policymakers, highlighting the profession's strengths and areas requiring attention.

Invest in Your Future with CMSA!

In a fast-evolving healthcare landscape, the role of a case manager is more critical than ever. Navigating complex systems, coordinating care, advocating for clients, and ensuring the best outcomes require not only expertise but also a strong support network. By partnering with the Case Management Society of America (CMSA), you're investing in your professional growth and success. CMSA empowers case managers across the healthcare continuum, fostering high-quality, ethical practices that benefit clients, their families, and support networks. As a member, you'll gain access to valuable professional development, collaboration opportunities, practical resources, and tools to enhance your day-to-day work. Plus, you'll have a voice in shaping public policy on critical issues affecting case management at all levels.

A COMMUNITY OF PEERS: When you join CMSA, you don't just become a member—you become part of a vibrant community of professionals who share your passion for making a difference in the lives of patients and their families. At CMSA, you're never alone in your mission. You have access to a collective of peers from all settings and disciplines who understand the challenges and triumphs of case management - offering a wealth of shared experiences, insights, and support.

SUPPORTING YOUR GROWTH AND DEVELOPMENT: CMSA is committed to your growth, providing numerous opportunities for continuous learning and professional development. Whether you're seeking advanced certifications, best practice guidance, or leadership opportunities, CMSA equips you with the knowledge and skills to excel in your role and advance your career. CMSA also offers tools, resources, and educational opportunities to ensure you're always at the forefront of case management practices.

A UNIFIED VOICE ADVOCATING FOR YOU: By joining CMSA, you amplify your voice in the healthcare industry. CMSA actively advocates on behalf of case managers, influencing public policy on issues that affect the profession and the clients you serve. As a member, you contribute to shaping the future of case management - ensuring that your expertise and the value of the profession are recognized at every level of the healthcare system.

SUPPORTING YOUR CAREER JOURNEY: Whether you're a seasoned case manager or just starting your career, CMSA offers resources tailored to your level of experience. CMSA connects you with mentors, educational programs, and career guidance to help you succeed no matter where you are on your professional journey. CMSA grows with you, supporting your ambitions and helping you thrive in a complex healthcare environment.

COMMITMENT TO ETHICAL AND HIGH-QUALITY PRACTICE: At CMSA, our mission is to uphold the highest standards of case management. We believe that ethical, evidence-based practices are essential to delivering quality care. As a member, you'll benefit from CMSA's commitment to ethical guidelines and professional standards, giving you the tools and confidence to provide the best possible care to your patients.

THE POWER OF COLLABORATION: Case management thrives on collaboration, and CMSA is a hub for connecting with other healthcare professionals across the continuum of care. Members have opportunities to collaborate with colleagues from diverse fields, fostering innovation and ensuring the most effective and coordinated care for patients. Your CMSA membership opens doors to partnerships that will enrich your practice and improve client outcomes.

At its core, CMSA is about belonging — belonging to a dynamic community that understands your dedication, shares your values, and works tirelessly to uplift the profession of case management. When you join CMSA, you are not just investing in a membership; you are embracing the value of being part of something bigger than yourself. It's about being supported, inspired, and empowered to make a real difference every day.

Joining is simple! Visit <https://cmsa.org/portal/join/> to sign up and start unlocking the benefits of CMSA membership today.

Together, we can shape the future of case management.

Amy Black, CAE

Executive Director, CMSA

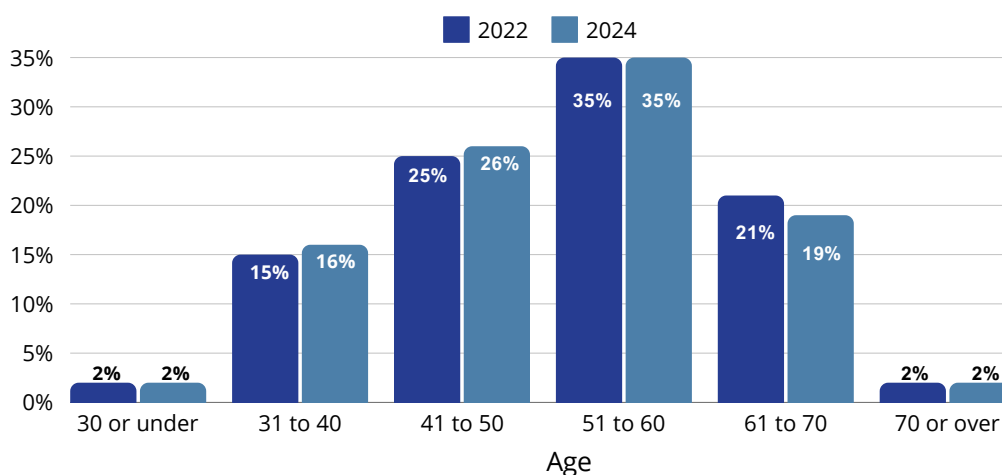
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Case Management Workforce: Demographics

The demographic profile of the case management workforce offers valuable insights into the profession's composition and evolution. This section examines key factors including age distribution, gender representation, and ethnic diversity among case managers, comparing data from our 2024 survey to previous years.

Age Distribution

Age Distribution of Case Management Workforce: 2022 vs. 2024
2022 (n=1,922), 2024 (n=2,679)



Insights

The age distribution of case managers remained largely stable from 2022 to 2024, with minimal changes across age groups. Key observations include:

1. **Experienced Workforce:** The vast majority (83% in 2022 and 82% in 2024) of case managers are 40 or older. This trend supports the understanding that individuals often enter case management after gaining considerable experience in other healthcare roles.
2. **Limited Young Representation:** In both years, only 2% of case managers were 30 or under, consistent with case management not being an entry-level profession.
3. **Slight Shifts:** There is a minor increase in the 31-50 age groups (40% to 42%) and a small decrease in the 61-70 group (21% to 19%).

Summary

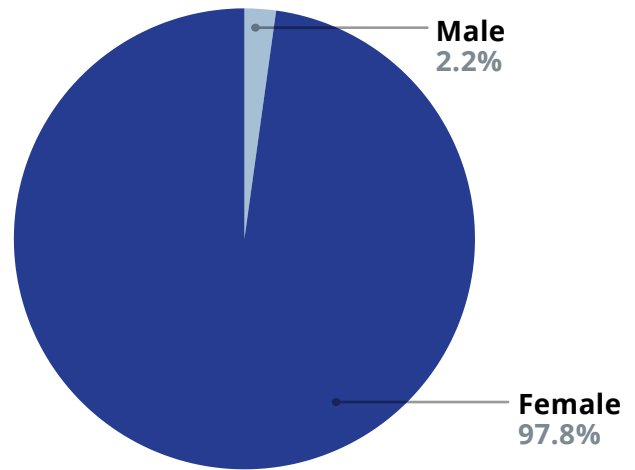
This age distribution aligns with case management being a career progression for experienced healthcare professionals rather than an entry-level position. The stability in the data suggests that the field continues to attract mid-career professionals while maintaining a wealth of experienced practitioners.

Gender Representation in Case Management

Key Findings

- The field remains predominantly female at 97.7%, a consistent trend over the past six years.
- Male representation is low at 2.23%, slightly decreasing from previous years.
- The 2024 survey introduced a non-binary option, accounting for 0.037% of respondents.
- This significant gender imbalance has remained remarkably stable despite substantial increases in sample size over the years.

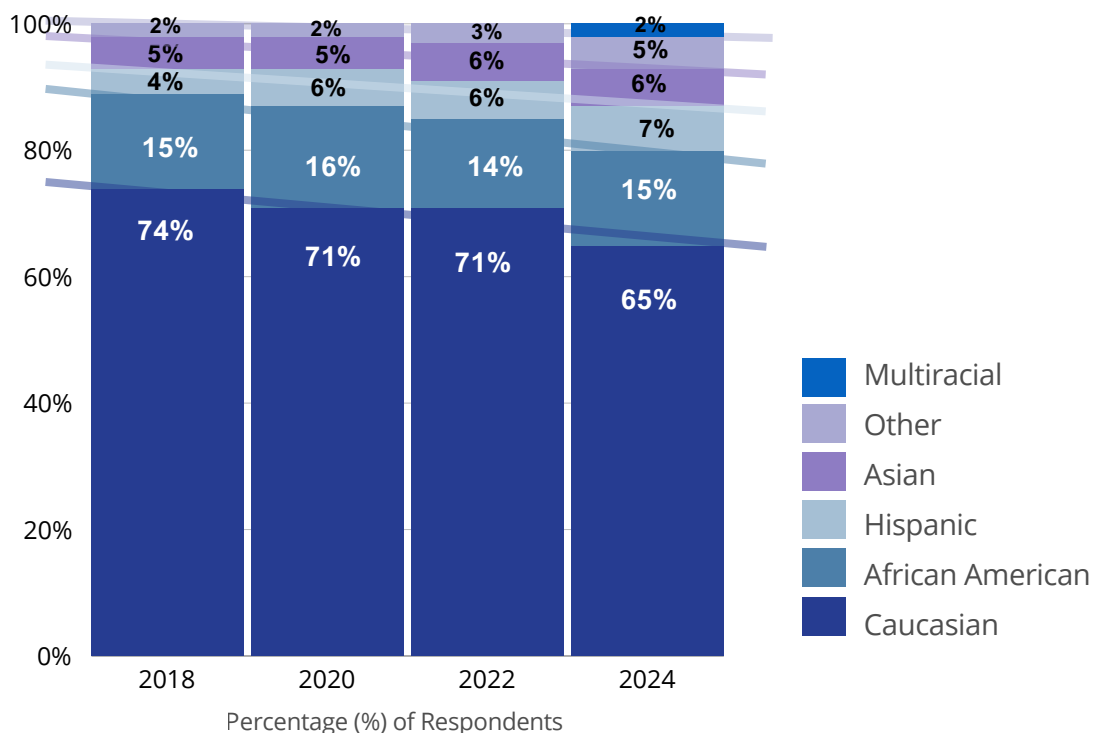
Gender Distribution of Case Management Professionals (2024, n=2,670)



Evolving Ethnic Diversity in Case Management

The case management profession has become notably more diverse over the past six years. The most significant change is a 9 percentage point decrease in Caucasian representation. This shift coincides with increased representation from other ethnic groups, indicating a trend towards a more ethnically diverse profession.

Ethnic Diversity Trends in Case Management (2018-2024)



*Multiracial added in 2024, counted in "other" in previous years

Key Findings

- **Decreasing Caucasian Representation:** The proportion of Caucasian case managers has steadily declined from 74% in 2018 to 65% in 2024, a significant 9 percentage point decrease. This shift indicates a growing diversity within the profession.
- **Hispanic Growth:** Hispanic representation has grown consistently, rising from 4% in 2018 to 7% in 2024.
- **Stable African American Representation:** The percentage of African American case managers has remained relatively stable at 15%.

Note on Survey Methodology

Survey respondents increased from 1,052 in 2018 to 2,683 in 2024. A 'Multiracial' category was introduced in 2024, accounting for 2% of respondents. These respondents may have selected 'Other' or a single racial category in previous years. This addition reflects our commitment to more accurately represent the complex racial identities within our workforce.

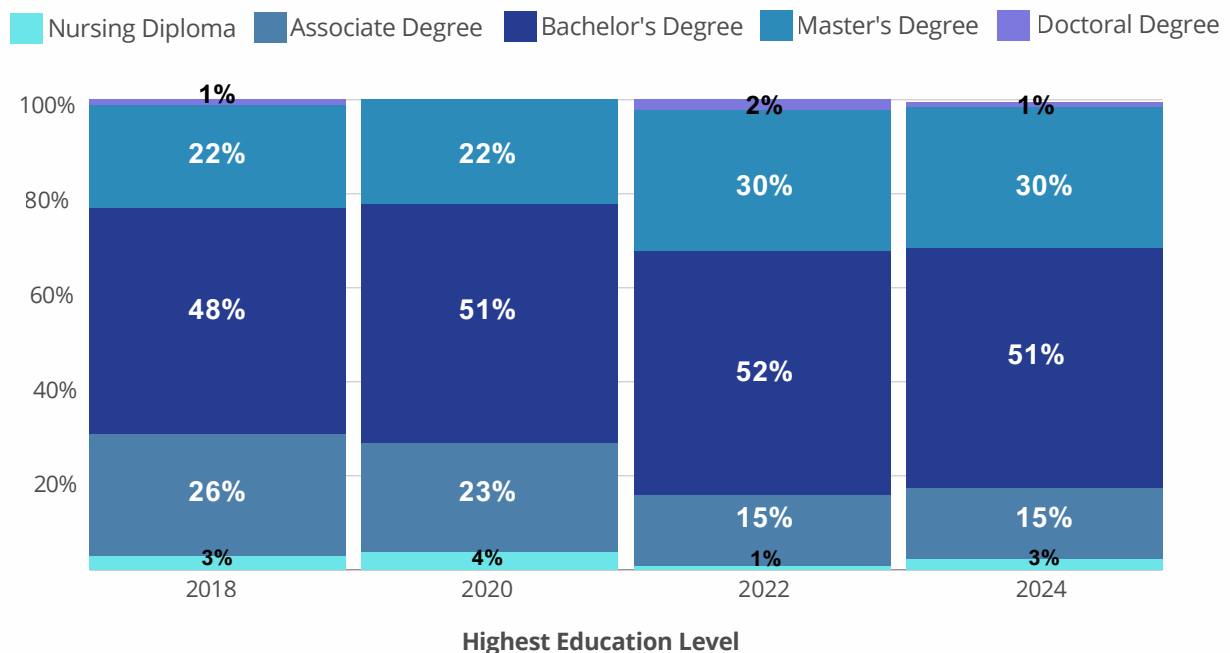


Work Experience and Professional Background

This section examines key aspects of case managers' qualifications, including educational attainment, primary professional disciplines, and years of experience in both healthcare and case management specifically. By analyzing trends from 2018 to 2024, we gain insights into the evolving educational landscape of the profession, the composition of professional backgrounds, and the experience levels within the field. These findings provide a comprehensive view of the current professional makeup of case management and how it has changed over time.

Education

Trends in Case Manager Education Levels
(2018-2024)



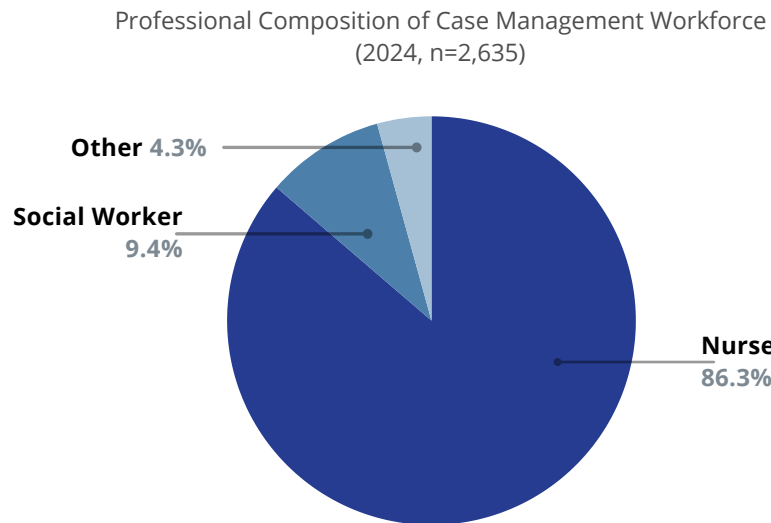
Key Findings

Case managers' educational attainment has shifted significantly towards higher degrees from 2018 to 2024:

- Bachelor's degrees remain predominant, increasing slightly from 48% (2018) to 51% (2024).
- Master's degrees show the most substantial growth, rising from 22% (2018) to 30% (2024).
- Associate degrees declined markedly from 26% (2018) to 15% (2024).
- Doctoral degrees remain low but stable at 1-2%.

This trend towards higher education aligns with the increasing complexity of case management roles. It reflects a growing emphasis on advanced skills and knowledge in the field. As a result, we may see evolving job requirements and a greater focus on continuous professional development in case management.

Primary Professional Discipline



Key Findings

Nurses continue to represent the vast majority of case managers representing 86.3% of professionals. This trend has remained stable since 2018 with social workers forming the second largest group at 9.41%, and other disciplines accounting for 4.29%.

Nursing's prevalence in case management most likely stems from employer preferences and regulations. Some regulations and employer policies prefer or require case managers to have a nursing background due to the clinical nature of the work.

However, the field increasingly recognizes the value of diverse professional backgrounds in case management. To enhance effectiveness and client outcomes, the following actions are recommended:

1. **Interdisciplinary Recruitment:** Actively seek social workers, pharmacists, physical and occupational therapists, and other healthcare professionals to bring diverse perspectives and specialized skills, fostering innovative problem-solving and comprehensive client care.
2. **Educational Initiatives:** Developing inclusive training programs that cater to various professional backgrounds can help attract a broader range of professionals into case management.
3. **Policy Changes:** Advocate for regulatory and organizational changes that recognize the value of diverse professional backgrounds and promote more flexible and inclusive hiring practices.
4. **Cross-Disciplinary Learning:** Encourage knowledge sharing and mentorship within case management teams to create a more versatile and adaptable workforce.

While nurses dominate the case management field, the profession is inherently multidisciplinary. By embracing professional diversity, the case management field can evolve to better meet the multifaceted needs of patients, healthcare systems, and communities.

Years of Experience in Healthcare

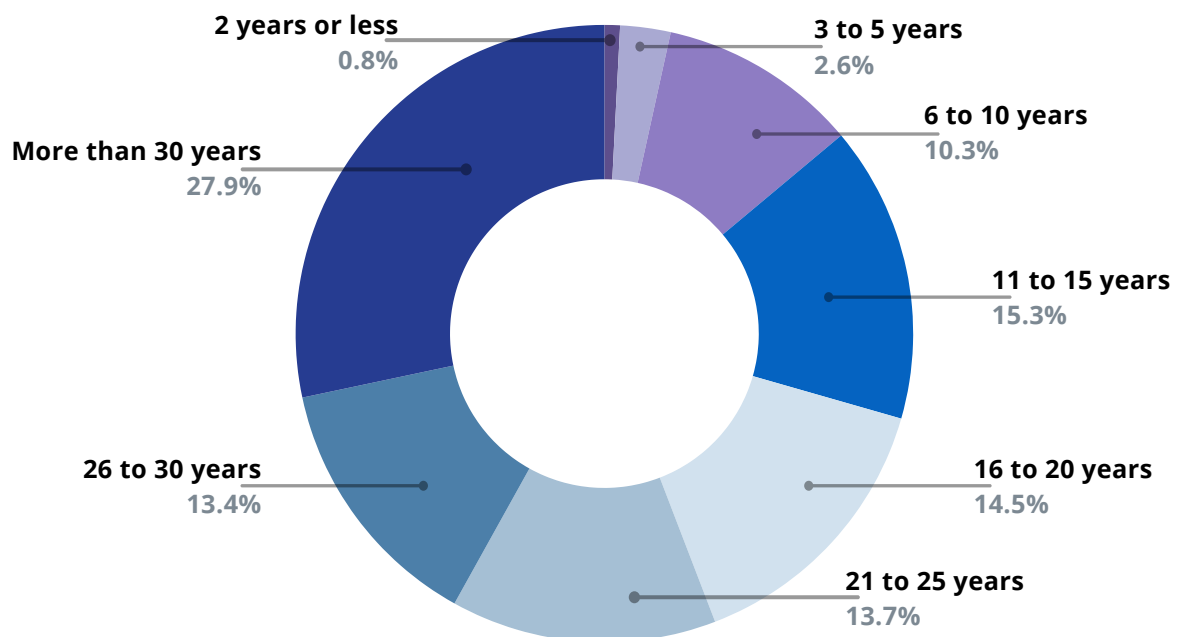
Key Findings

- **Seasoned Professionals:** The largest group of case managers (28.3%) report over 30 years of healthcare experience, indicating that the field requires, attracts, and retains highly experienced professionals.
- **Substantial Experience Norm:** 86% of case managers have more than 10 years of healthcare experience, highlighting the field's preference for extensive background in healthcare.
- **Limited Entry-Level Opportunities:** Only 3.6% of respondents have 5 years or less experience, suggesting that case management is rarely an entry-level position in healthcare.
- **Mid-Career Transition:** The distribution of experience levels indicates that many professionals transition into case management after establishing careers in other healthcare roles.

Summary

Case management is consistently comprised of seasoned healthcare professionals, with the majority bringing over a decade of experience to their roles. This trend has remained stable over the years, reflecting the field's requirement for a deep understanding of healthcare systems and processes. The minimal representation of early-career professionals underscores case management's position as a mid to late-career transition for many, leveraging their extensive healthcare knowledge in this specialized role.

Distribution of Healthcare Experience Among Case Managers
(2024, n=2,683)



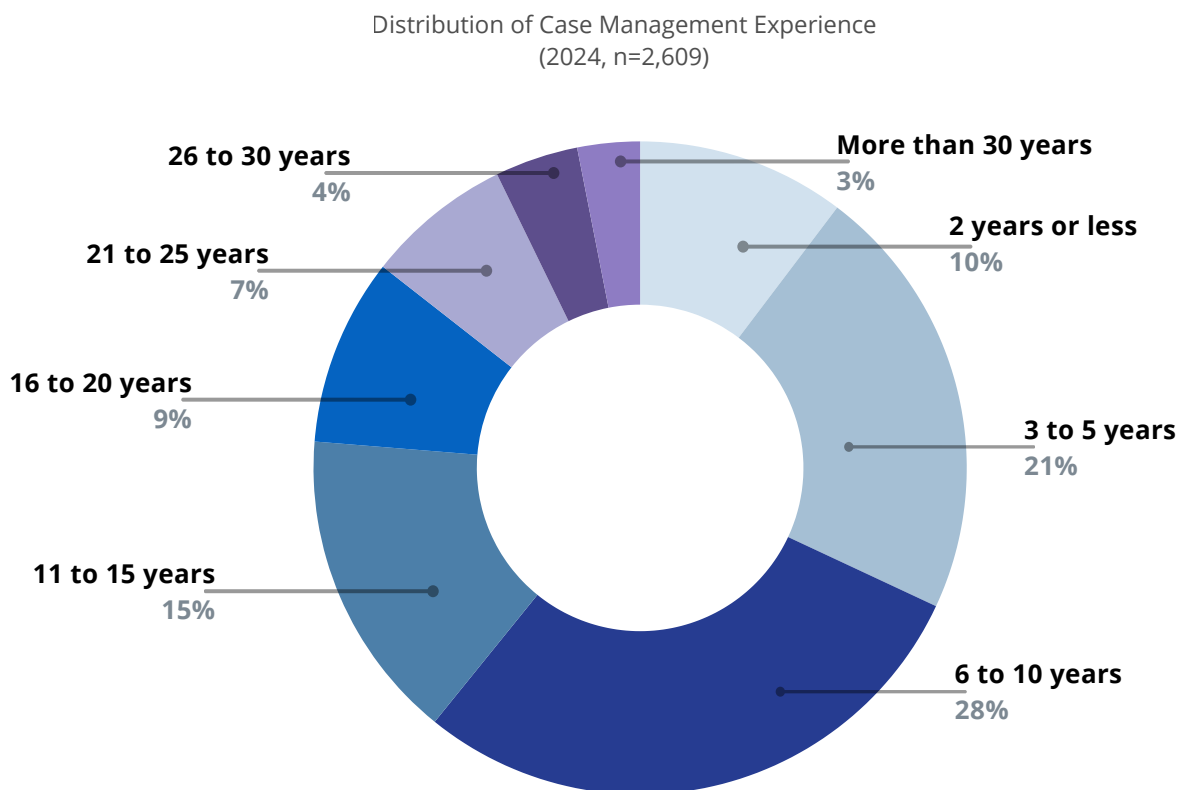
Years of Experience in Case Management

Key Findings

- The largest segment of case managers (28%) have 6 to 10 years of experience. This suggests that a significant portion of the workforce is in the mid-career stage.
- The second-largest group (21%) has 3 to 5 years of experience, indicating a substantial number of relatively new professionals in the field.
- Combined, those with 10 years of experience or less make up 59% of the total, suggesting a relatively young workforce in terms of case management experience.
- Only 10% of case managers have 2 years or less experience, which might indicate a moderate influx of new professionals into the field.
- The presence of case managers with over 20 years of experience (14% total) suggests that the field retains some highly experienced professionals, providing potential mentorship and leadership.

Insights

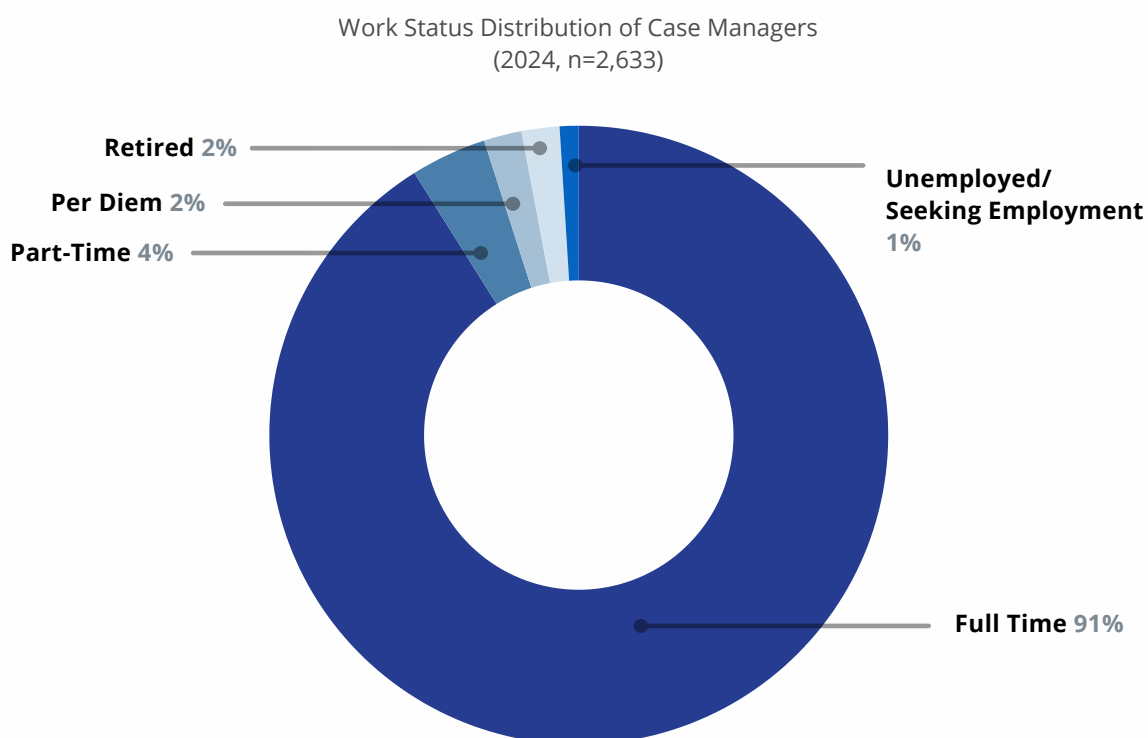
The distribution shows a healthy mix of experience levels, which can be beneficial for knowledge transfer and succession planning within organizations.



Employment Profile

The employment profile examines work arrangements and the types of organizations that employ case managers across various sectors. We present a detailed picture of where case managers work and the nature of their employment. These findings provide a comprehensive view of the current employment market for case managers, highlighting both dominant trends and niche opportunities within the profession.

Work Status of Case Managers in 2024



Key Findings

- **Full-Time Dominance:** The vast majority (91.1%) of case managers work full-time. This suggests that case management is primarily a full-time profession, with limited opportunities or demand for part-time or alternative work arrangements.
- **Minimal Part-Time and Per Diem Employment:** Part-time employment accounts for 4%, and per diem positions make up 2%.
- **Exceptionally Low Unemployment:** Only 1% of case managers are unemployed and seeking employment.

Insights

The overwhelming prevalence of full-time positions suggests that this is the standard work arrangement in case management. This insight could be valuable for job seekers.

The extremely low unemployment rate is significantly below the national average for most professions, indicating a robust job market for case managers. It suggests that case management skills are in high demand, and professionals in this field can typically find employment quickly. This low unemployment rate may also point to potential challenges for employers in recruiting qualified case managers, as the pool of available talent is very small.

Organizations Employing Case Managers

Survey Methodology for Organization Types

In the 2024 Case Management Salary and Trends Survey, we employed a two-tiered approach to gather precise data on the types of organizations employing case managers. This method allowed us to capture both broad categories and specific subcategories of employers:

Primary Category Selection: Respondents were first asked to select their primary organization type from a list of major categories. These categories included Insurance/Managed Care/Health Plan, Inpatient Healthcare Facility, Outpatient/Community-Based, Government/Military, Workers' Compensation, and others.

Subcategory Specification: Based on their selection in the first tier, respondents were then presented with a tailored list of subcategories relevant to their chosen primary organization type. This conditional formatting in the survey ensured that participants only saw and responded to subcategories applicable to their main employment sector.

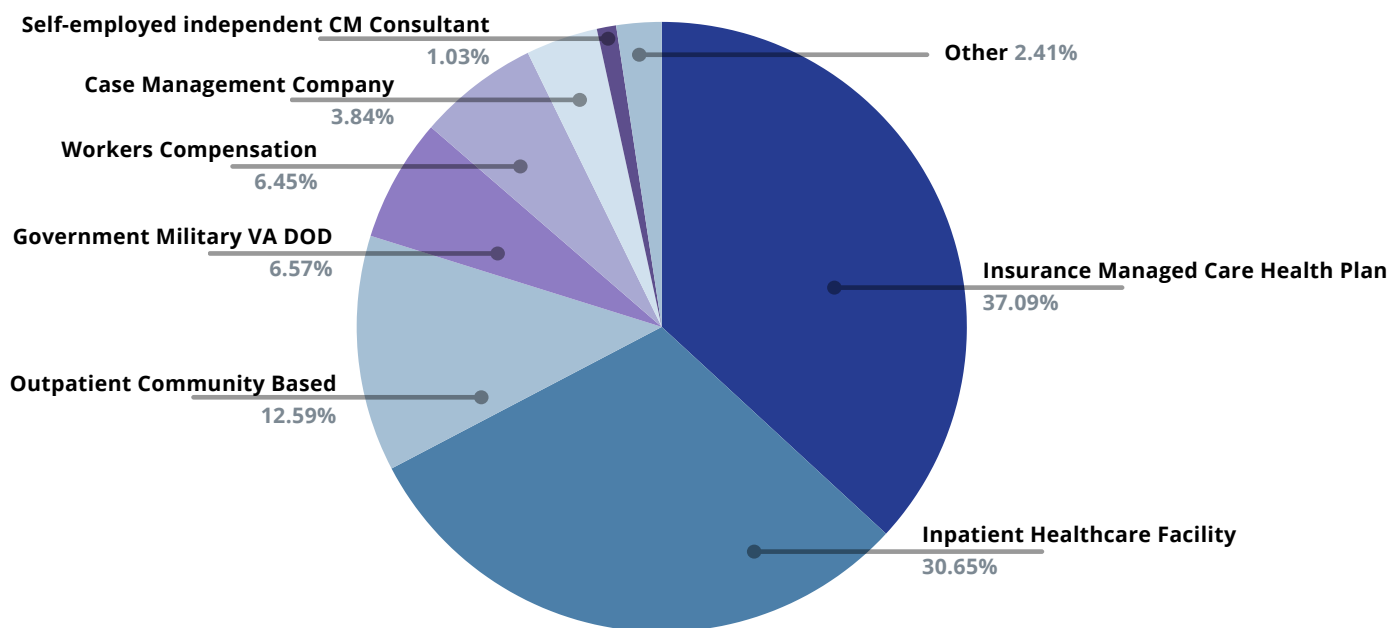
This structured approach allowed for a more nuanced and accurate representation of the diverse organizations that employ case managers. It enabled us to gather data that reflects both the profession's broad landscape and the specific organizational contexts within each major sector.

The percentages presented in this report reflect the proportion of respondents in each category and subcategory, providing a comprehensive view of the types of organizations employing case managers in 2024.

It's important to note that this section focuses on the nature of the employing organization, not the case manager's physical work location. Physical work settings (such as an office, home, or clinical setting) are addressed in a separate section of the survey.

Primary Category Findings

Case Managers Employers Overview
(2024, n=2,542)



*Other includes disease management, pharmaceutical/bio, and occupational health.

Key Findings: Major Categories of Case Management Employment

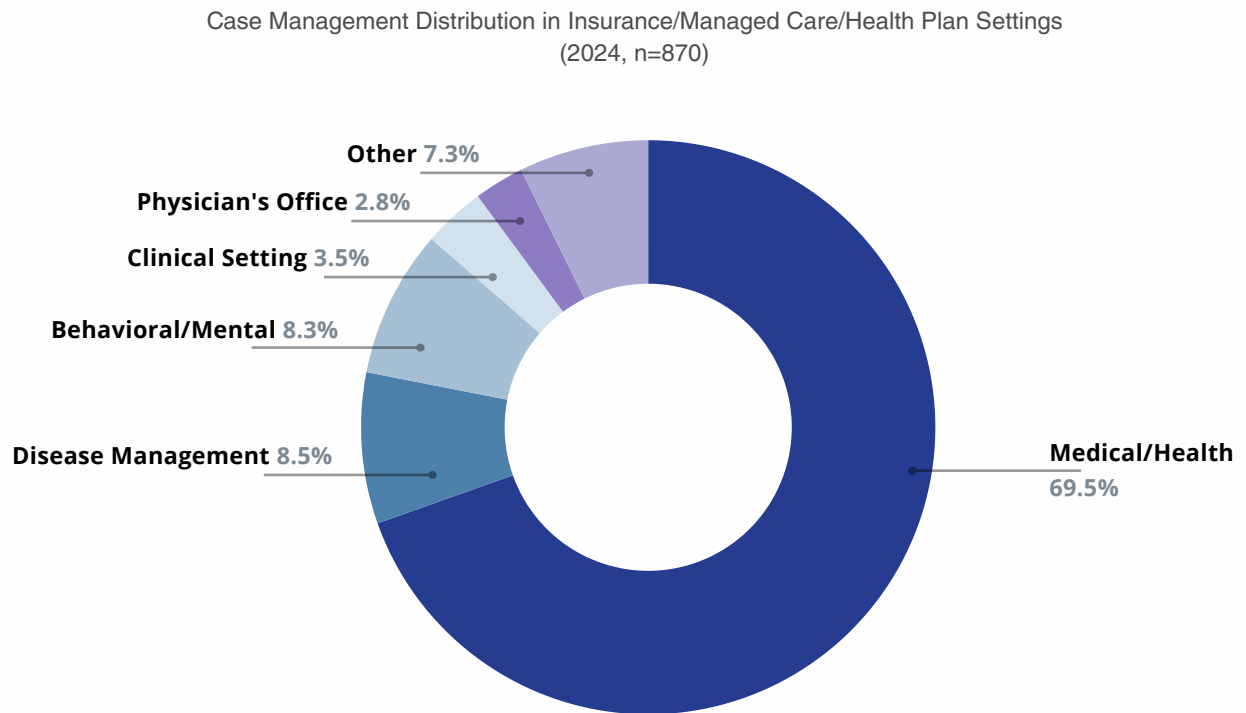
- Insurance/Managed Care/Health Plan: 37.09%
- Inpatient Healthcare Facility: 30.65%
- Outpatient/Community Based: 12.59%
- Government/Military/VA/DOD: 6.57%
- Workers Compensation: 6.45%
- Case Management Company: 3.84%
- Self-employed/independent CM Consultant: 1.03%
- Other (including Disease Management, Pharmaceutical/Bio, and Occupational Health): 2.41%

Insights

- Insurance/Managed Care/Health Plan organizations employ the largest % of case managers at 37.09%.
- Inpatient Healthcare Facilities follow closely at 30.65%.
- These two sectors combined account for 67.74% of case management employment, indicating a significant concentration in these areas.
- Despite the dominance of two main sectors, case managers work across a variety of organization types.
- Other significant employment sectors include outpatient/Community-Based organizations (12.59%), Government/Military/VA/DOD (6.57%), and Workers' Compensation (6.45%).
- This diversity demonstrates the versatility of case management skills across different healthcare and related organizational contexts.

Subcategory Findings

Insurance/Managed Care/Health Plan

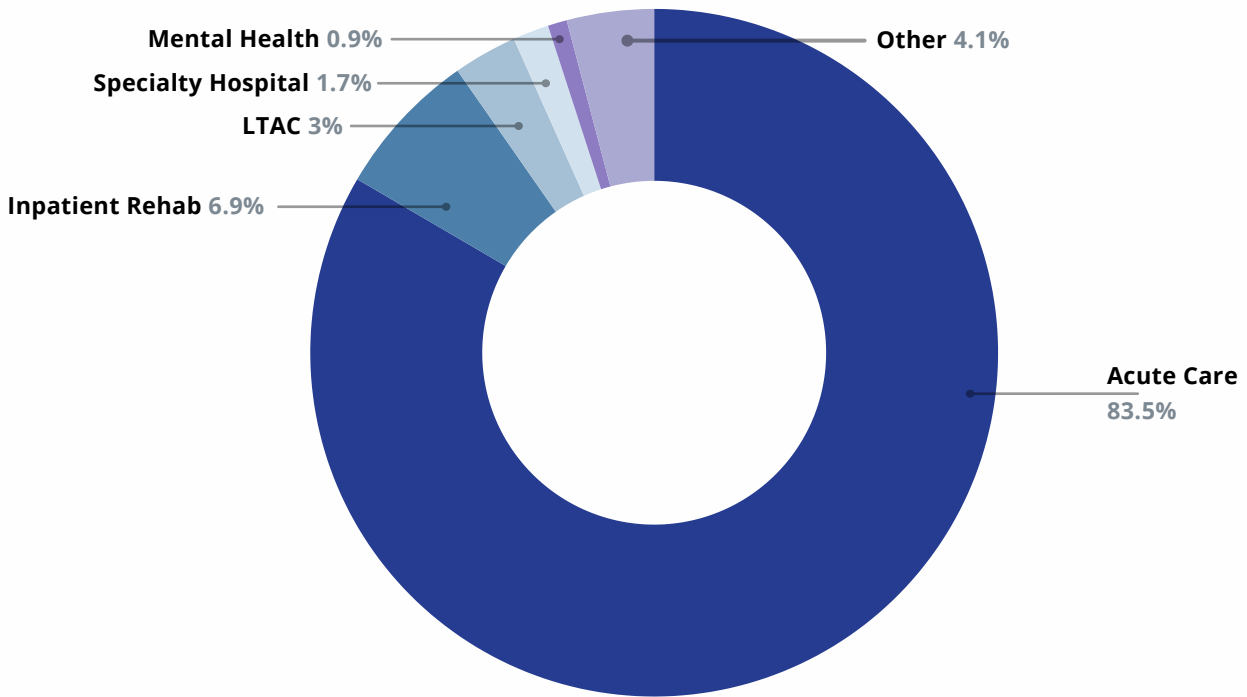


Insights

- The overwhelming majority (69.53%) of case managers working for these companies work in medical case management.
- Disease Management and Behavioral/Mental Health each represent significant niches, with about 8.5% and 8.3% respectively.
- Clinical settings and physician's offices combined employ about 6.3% of case managers in this sector.
- The diversity of roles within this category demonstrates the broad application of case management skills in insurance and managed care settings.

Inpatient Healthcare Facility

Case Management Distribution in Inpatient Healthcare Facilities
(2024, n=753)

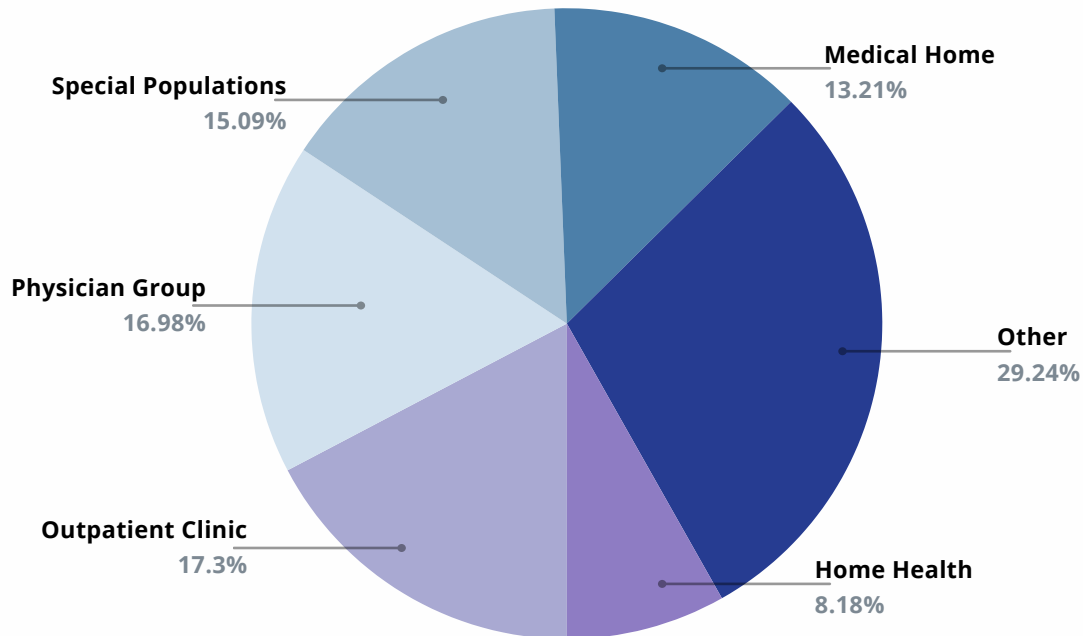


Insights

- Acute care hospitals are the primary employers, accounting for 83.51% of this category.
- Inpatient rehabilitation (6.85%) and long-term acute care hospitals (2.97%) are also notable employers.
- While small at 0.90%, the presence of mental health facilities in this category demonstrates the integration of case management in specialized psychiatric inpatient care.
- The relatively small percentages in LTAC, specialty hospitals, and mental health facilities (totaling 5.55%) suggest that while case management is present in these specialized inpatient settings, it's not as prevalent as in general acute care.
- The 4.09% in the "Other" category suggests there are additional niche inpatient settings employing case managers, pointing to the versatility of the profession.
- These insights highlight the varied landscape of case management within inpatient healthcare facilities, with a clear emphasis on acute care settings while also showing the profession's adaptability and versatility to more specialized inpatient environments.

Outpatient/Community Based

Case Management Distribution in Outpatient/Community Based Settings
(2024, n=272)

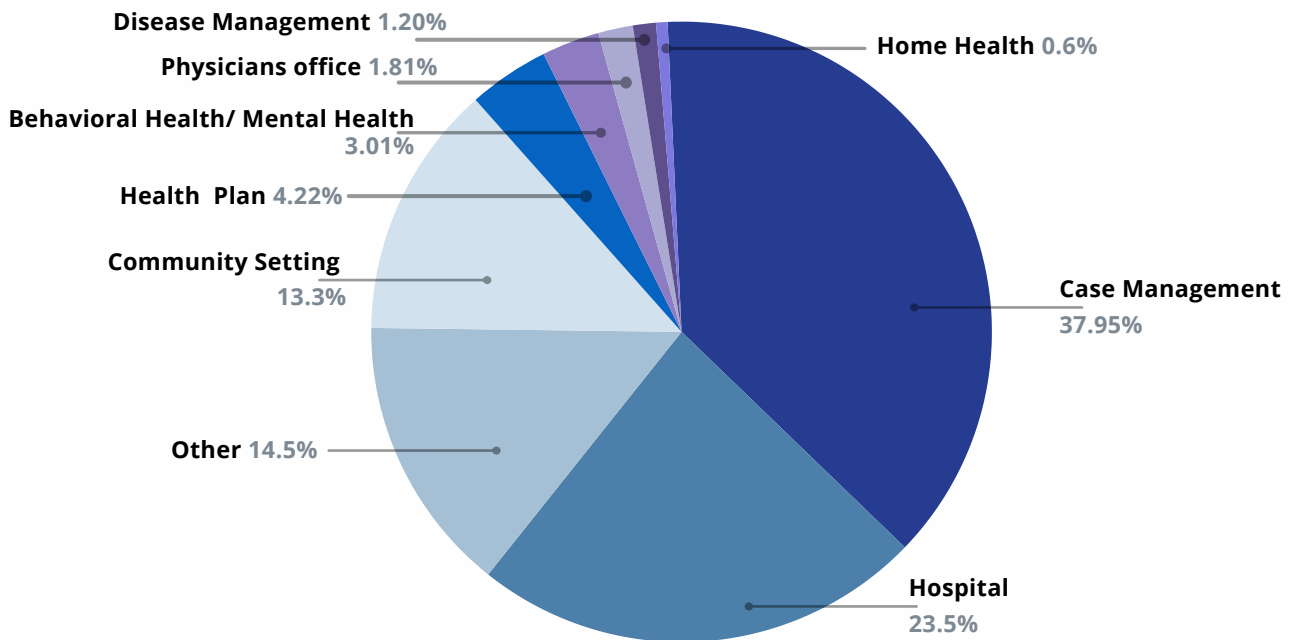


Insights

- **Diverse Distribution:** Unlike the Insurance/Managed Care/Health Plan and Inpatient Healthcare Facility categories, which were dominated by a single subcategory (69.53% and 83.51%, respectively), the Outpatient/Community category shows a much more even distribution across subcategories. This stark contrast highlights the diverse nature of case management in outpatient and community settings compared to the more concentrated distribution in the insurance and inpatient sectors.
- A significant percentage (15.09%) in special populations strongly emphasizes case management for specific groups with unique healthcare needs.
- The presence of medical homes, at 13.21%, indicates the growing role of case management in coordinated, client-centered primary care models.
- While smaller at 8.18%, home health still represents a notable portion, highlighting the role of case management in delivering care outside traditional healthcare facilities.
- The substantial "Other" category (29.24%) suggests many other niche areas or emerging community case management settings that aren't captured by the main subcategories.

Government/Military/VA/DOD

Case Management Distribution in Government/Military/VA/DOD
(2024, n=166)



Within the Government/Military/VA/DOD sector (6.57% of all case managers), the distribution of case managers is as follows:

1. Case Management Departments: 37.95%
2. Hospitals: 23.49%
3. Community Settings: 13.25%
4. Health Plans: 4.22%
5. Behavioral Health/Mental Health: 3.01%
6. Physicians' Offices: 1.81%
7. Disease Management: 1.20%
8. Home Health: 0.60%
9. Other: 14.46%

Insights

- Case management departments are the primary employers in this sector, accounting for over one-third of positions.
- Hospitals represent nearly a quarter of case management roles, indicating a significant presence in direct client care settings.
- The diversity of settings (community, health plans, behavioral health, etc.) demonstrates the wide-ranging application of case management within government and military healthcare systems.
- The substantial "Other" category (14.46%) suggests there may be unique or specialized roles within this sector that aren't captured by the main subcategories.

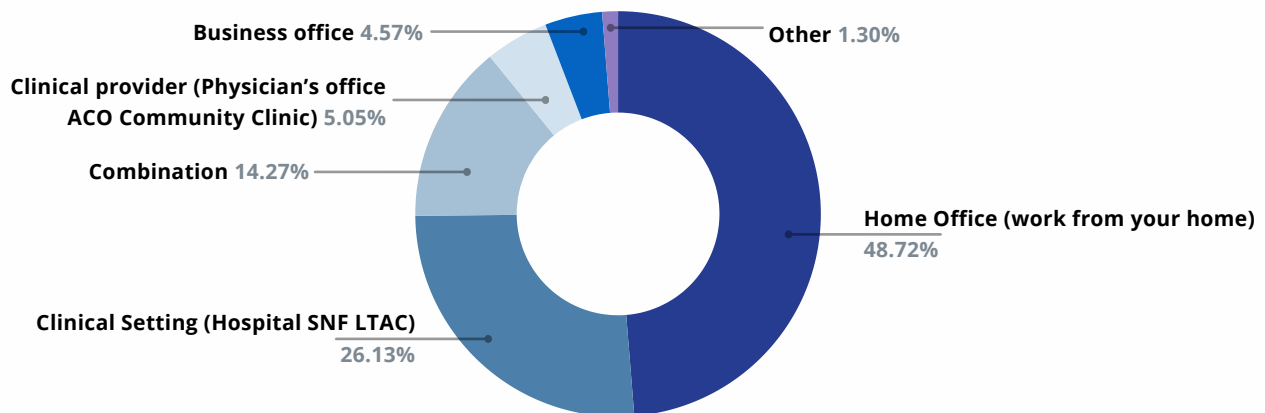
Conclusion

The 2024 data reveals a case management field that is both concentrated and diverse. While the majority of case managers work in insurance/managed care or inpatient healthcare settings, there is significant representation across a wide range of healthcare and related sectors, including a notable presence in government and military healthcare systems. This distribution suggests that case management skills are versatile and valued in various healthcare delivery models. The presence of niche areas like disease management and self-employment indicates ongoing evolution and specialization within the field. Understanding this landscape is crucial for professionals planning their careers, organizations structuring their case management departments, and educators preparing the next generation of case managers.



Work Environment/Settings

Case Manager Work Environments Distribution
(2024, n=2,453)



Analysis of the 2024 Work Environment Data

In 2024, the work environment for case managers shows the following distribution:

Home Office (work from your home): 48.7%

Clinical Setting (Hospital, SNF, LTAC): 26.1%

Combination: 14.3%

Clinical provider (Physician's office, ACO, Community Clinic): 5.1%

Business Office: 4.6%

Other (including Client's home): 1.3%

Combination: This category refers to case managers who work in multiple settings, dividing their time between two or more work environments. This flexible arrangement can manifest in various ways. For instance, a primarily work-from-home case manager might be required to visit the office occasionally for meetings or training. Alternatively, a case manager might split their time between an acute care setting and a business office. This hybrid approach allows for both the benefits of remote work and the advantages of in-person collaboration and direct client interaction when necessary.

Key Insights

- **Dominance of Work from Home:** Nearly half of the case managers (48.7%) work from home demonstrating that remote work is a strong option for professionals in the field.
- **Clinical Settings:** A significant portion of case managers (26.1%) work in clinical settings such as hospitals, SNFs, and LTACs. This indicates that despite the prevalence of remote work, clinical settings remain critical workplaces for case managers.
- **Hybrid Work Model:** 14.3% of respondents work in a combination of settings. This reveals many case managers operate in hybrid roles, splitting their time between home offices, clinical settings, and other locations. This hybrid model offers flexibility and the benefits of remote work while ensuring necessary face-to-face interactions, which can enhance collaboration and client care.

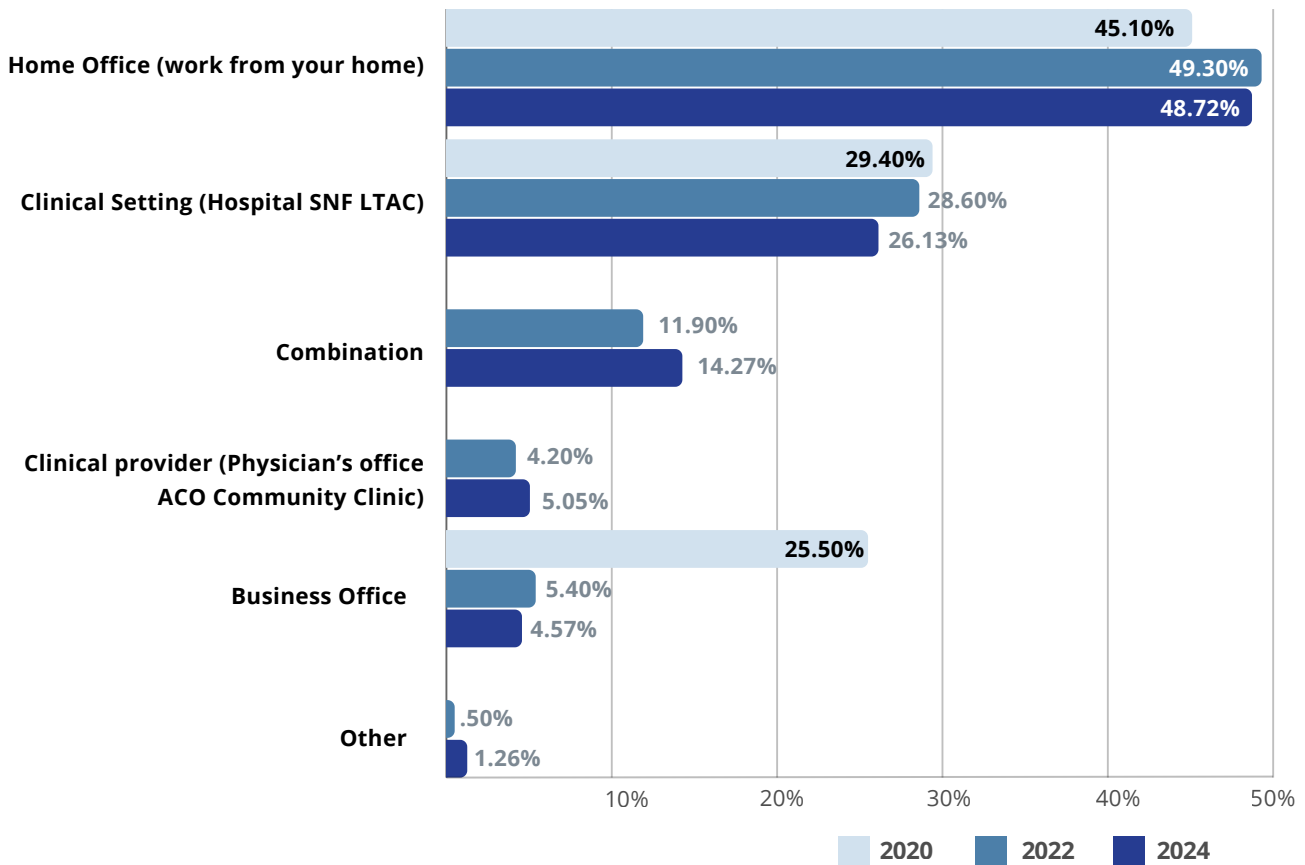
Summary

The 2024 data highlights the strong prevalence of remote work among case managers, with nearly half working from home. Traditional clinical settings still play a crucial role, while hybrid work models are increasingly common.

Trends in Work Environments for Case Managers

The case management profession has experienced significant shifts in work environments over the past few years. This section examines the trends from 2020 to 2024, highlighting the changes in various work settings and their implications for the field. We'll analyze the data for each category, exploring how external factors such as the COVID-19 pandemic and evolving workplace practices have influenced these trends.

Trends in Case Manager Work Environments (2020-2024)



Home Office (work from your home)

- 2020: 45.10%
- 2022: 49.30%
- 2024: 48.72%

Trend: The percentage of case managers working from home increased significantly from 2020 to 2022, likely due to the COVID-19 pandemic which accelerated remote work adoption. This trend slightly decreased by 0.58 percentage points in 2024 but still represents a substantial portion of the workforce, indicating a lasting shift towards remote work. The slight decrease may be due to some of those who shifted to working from home during the pandemic returning to their prior or a hybrid work setting.

Clinical Setting (Hospital, SNF, LTAC)

- 2020: 29.40%
- 2022: 28.60%
- 2024: 26.13%

Trend: There has been a gradual decline in the percentage of case managers working in clinical settings over the years. While clinical settings remain a critical environment, the slight decrease may reflect the growing preference for remote and hybrid work models.

Business Office

- 2020: 25.50%
- 2022: 5.40%
- 2024: 4.57%

Trend: The percentage of case managers working in business offices has significantly declined from 2020 to 2022 and continues to decrease slightly in 2024. This reflects the overall trend towards remote and hybrid work environments, reducing the reliance on traditional office settings. The COVID-19 pandemic accelerated this shift by demonstrating the feasibility and benefits of remote work. Many organizations adapted to these changes, and the trend has persisted, resulting in a lasting impact on work environments for case managers.

Summary

The data shows a clear trend towards more flexible and remote work environments for case managers. The increase in home office and hybrid work settings suggests a lasting impact of the COVID-19 pandemic on work practices. Conversely, traditional business office settings are becoming less common. Clinical settings, while still significant, show a slight decline, indicating a shift towards more diverse and flexible work environments.

These trends have significant implications for both employers and case managers. For employers, the shift towards remote and hybrid work models necessitates investments in technology infrastructure to support effective remote collaboration and ensure data security. It also requires adapting management practices to oversee and support a more distributed workforce. Employers may need to reassess their office space requirements and consider how to maintain company culture and employee engagement in a more virtual environment.

For case managers, these trends offer increased flexibility and potentially improved work-life balance. However, they also present challenges such as maintaining clear boundaries between work and personal life when working from home, and potentially feeling isolated from colleagues. Case managers may need to adapt their communication skills for virtual interactions with clients and team members. Additionally, they may need to be more proactive in seeking professional development opportunities and maintaining connections within their field.

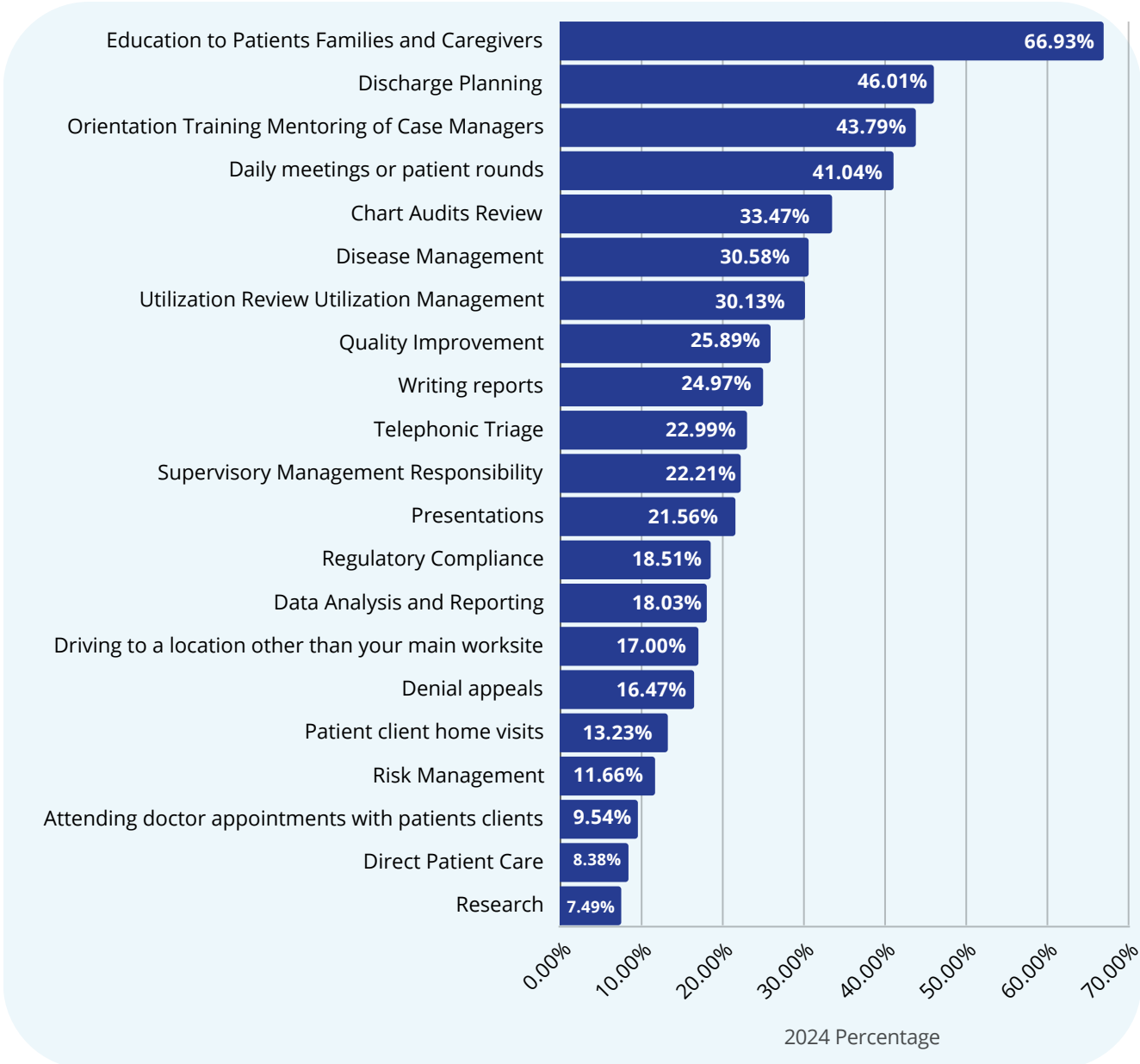
Overall, these trends suggest a need for both employers and case managers to remain adaptable and open to evolving work practices, while ensuring that the quality of case management services remains high regardless of the work setting.

Job Responsibilities and Workloads

Case Management Responsibilities: Beyond the Core Functions

Case managers are universally expected to perform assessment, planning, and care coordination as their core functions. This section explores the additional tasks case managers undertake beyond these fundamental responsibilities, providing insight into the diverse and evolving nature of the role.

Additional Tasks Performed by Case Managers (2024, n=2,474)
In addition to assessment, planning, and care coordination



Key Findings

- Education to Clients, Families, and Caregivers is the most common additional task by far, performed by 66.93% of respondents. This indicates a significant role for case managers is ensuring that clients and their support networks are well-informed.
- 46.01% of case managers regularly engage in discharge planning, highlighting the importance of ensuring safe and efficient transitions from one care setting to another.
- 43.79% are involved in the orientation, training, and mentoring of other case managers indicating a strong focus on workforce development and a collaborative and supportive environment within the profession.
- Significant involvement in quality improvement (25.89%), chart audits/reviews (33.47%), and regulatory compliance (18.51%) demonstrates case managers' contribution to healthcare quality and effectiveness.
- While direct client care is less common (8.38%), many case managers are involved in disease management (30.58%) and daily meetings or client rounds (41.04%), indicating a blend of direct and indirect clinical involvement.
- Regulatory Compliance (18.51%), Utilization Review (30.13%), and Denial Appeals (16.47%) are notable tasks, emphasizing the importance of understanding healthcare regulations and insurance processes.

Summary

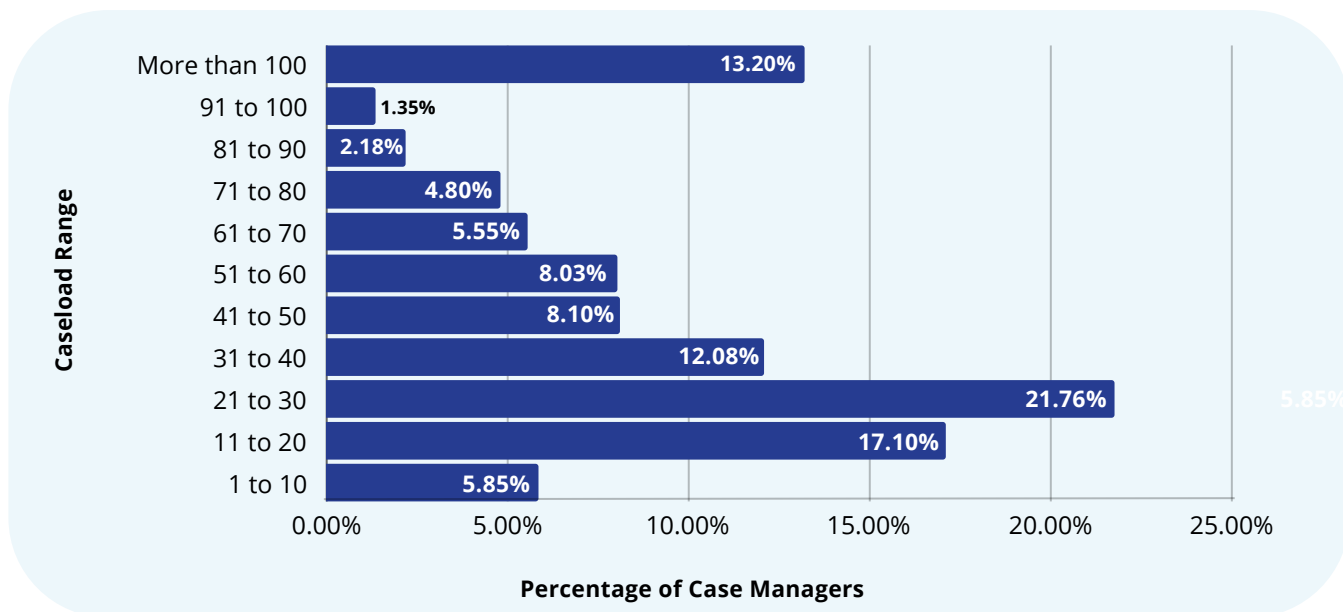
The data reveals that case managers play a diverse and complex role in healthcare, extending far beyond their core functions. The wide range of tasks reported suggests that case management is a diverse field with responsibilities that can differ significantly depending on the specific role and setting. These responsibilities span client education, quality improvement, mentorship, and navigating complex healthcare systems, underscoring the need for a broad skill set and ongoing professional development in the field.

Of particular note is the significant involvement in the orientation and training of new case managers. This responsibility, often not included in initial job descriptions, highlights the profession's commitment to maintaining high standards and ensuring smooth integration of those new to the profession. The unique blend of clinical, administrative, and regulatory knowledge required in case management necessitates a comprehensive onboarding process.

To support this crucial mentorship role effectively, organizations should consider adjusting caseloads and assignments for those involved in training. This allows experienced case managers to dedicate sufficient time to explain not just the 'what' but also the 'why' behind case management practices, especially for those transitioning from traditional healthcare roles. This investment in thorough orientation ultimately contributes to the overall quality of case management services and the long-term success of those new to the field.

Caseloads

Distribution of Caseloads Among Case Managers
(2024, n=1,333)



Key Findings

- The most common caseload range is 11-30 cases, accounting for over a third of respondents.
- Over half (56.79%) of case managers handle 40 or fewer cases.
- There's a long tail in the distribution, with some extremely high caseloads (up to 3000).
- 13.2% of case managers handle over 100 cases.
- After removing outliers, the 5% trimmed mean caseload is 46.08, significantly lower than the regular mean of 64.23.
- The median caseload is 30, which is lower than both the regular mean and the trimmed mean.

Analysis

To account for the impact of extreme outliers, we performed a trimmed mean analysis. This involved removing 5% of the data points from each end of the distribution and calculating the mean of the remaining 90% of the data. This method provides a more representative picture of the typical caseload by reducing the influence of the most extreme values.

Conclusion

- The wide range of caseloads, (from 1 to 3000) suggests significant variability in case management practices and settings.
- The distribution is heavily skewed by some extremely high caseloads, as evidenced by the large difference between the regular mean (64.23) and the 5% trimmed mean (46.08).
- The median of 30 cases is much lower than both the regular mean and the trimmed mean, further indicating the skewed nature of the distribution.
- The trimmed mean analysis provides a more accurate representation of the typical caseload, reducing the impact of outliers while still accounting for the general trend in the data.

These findings highlight the complexity of case management workloads and the need for careful consideration when interpreting caseload data across different settings and practices.

Potential Workload Concerns

The number of case managers with very high caseloads (100+) is concerning, as it may have significant impacts on both case manager well-being and client care quality:

1. Case Manager Wellbeing:

- Increased stress and risk of burnout due to overwhelming workload
- Reduced job satisfaction and potential for higher turnover rates
- Difficulty maintaining work-life balance
- Potential for compassion fatigue, affecting mental and emotional health

2. Client Care Quality:

- Less time available per client, potentially leading to rushed assessments or oversight of important details
- Reduced ability to provide thorough client education and support
- Increased risk of errors in care coordination and discharge planning
- Possible delays in addressing client needs or concerns
- Challenges in maintaining consistent communication with clients, families, and healthcare providers

3. Organizational Impact:

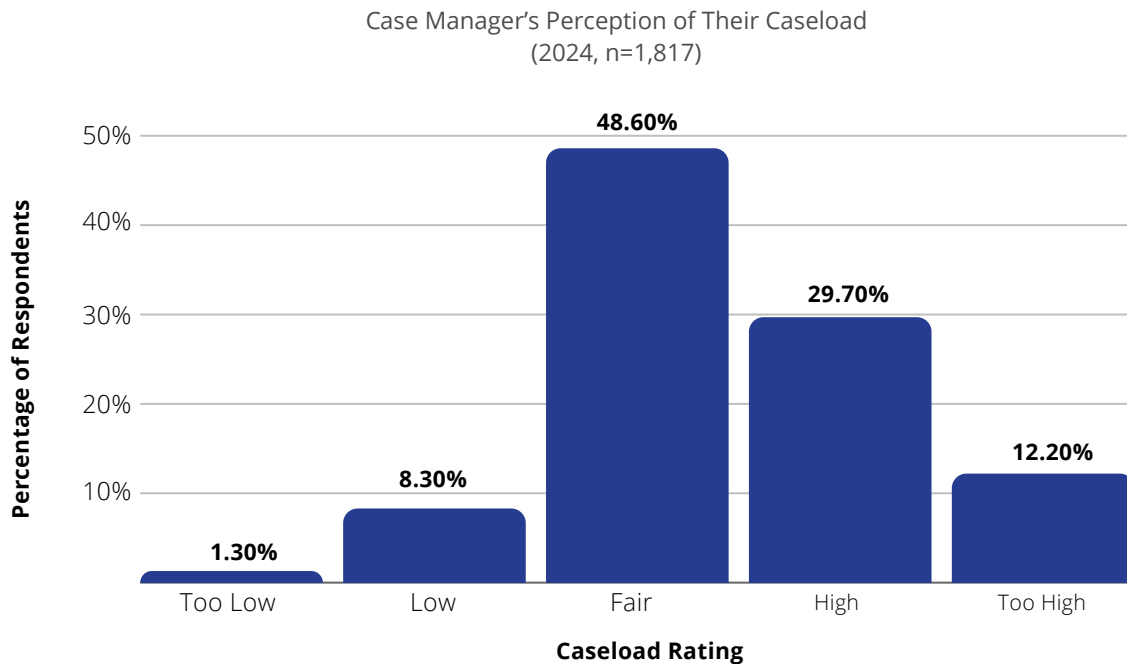
- Potential increase in readmission rates due to inadequate discharge planning or follow-up
- Risk of decreased client satisfaction scores
- Challenges in meeting regulatory compliance standards due to time constraints

These concerns underscore the importance of organizations carefully monitoring and managing caseloads to ensure both the well-being of case managers and the maintenance of high-quality client care. Implementing strategies to address high caseloads, such as hiring additional staff, improving workflow efficiency, or utilizing technology solutions, may be necessary to mitigate these risks.

Trends: Comparing data from 2024 to the 2022 caseload data there is no significant change.

The extremely subtle changes found hint at a possible trend towards more manageable caseloads and diversification of roles within case management. The overall stability suggests that caseload practices are well-established in the field, with only minor adjustments occurring over the two-year period.

Caseload Perception



Interpretation

Overall Distribution:

- The majority (48.60%) of case managers perceive their caseload as "Fair."
- A significant portion (41.90%) feel their caseload is "High" or "Too high."
- Only 9.60% feel their caseload is "Low" or "Too low."

Capacity Analysis:

- The largest group of respondents (almost half) feel that their current caseload is manageable, but any additional clients would compromise the quality of their case management.
- Only 9.60% (174) of case managers feel they could take on additional cases without compromising quality.
- This indicates most case managers are working at or near their capacity, and there is little to no capacity for increased workload across the profession.

Workload Concerns:

- 41.90% of case managers (539 + 221 = 760 out of 1817) report struggling with their current caseload, indicating potential quality of care issues and risk of burnout.
- 12.20% (221) report their caseload as "Too high," suggesting that this group needs immediate attention to prevent missed or delayed case management.

Performance Implications:

- The high percentage of case managers reporting excessive caseloads may indicate systemic issues affecting the overall performance and effectiveness of case management services.

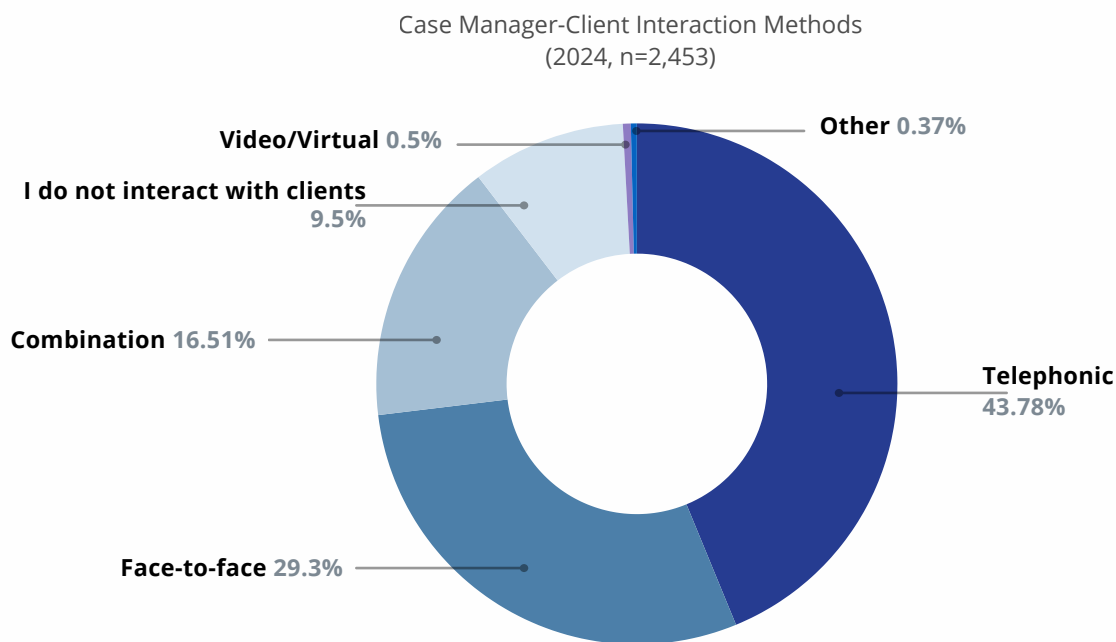
Resource Allocation:

- The data suggests better resource allocation or hiring is needed in many settings to bring more case managers into the "Fair" category.

Client Interaction Methods in Case Management

The methods by which case managers interact with their clients are a crucial aspect of the profession, influencing both the quality of care and the efficiency of service delivery. This analysis examines the primary modes of communication used by case managers, including telephonic, face-to-face, and combination approaches. By comparing data from 2022 and 2024, we identify significant shifts in interaction and explore the factors driving these changes. These insights provide a window into how case management practices are evolving in response to technological advancements and changing healthcare landscapes.

Survey Results: 2024 Case Manager-Client Interaction Methods



2024 Data Analysis

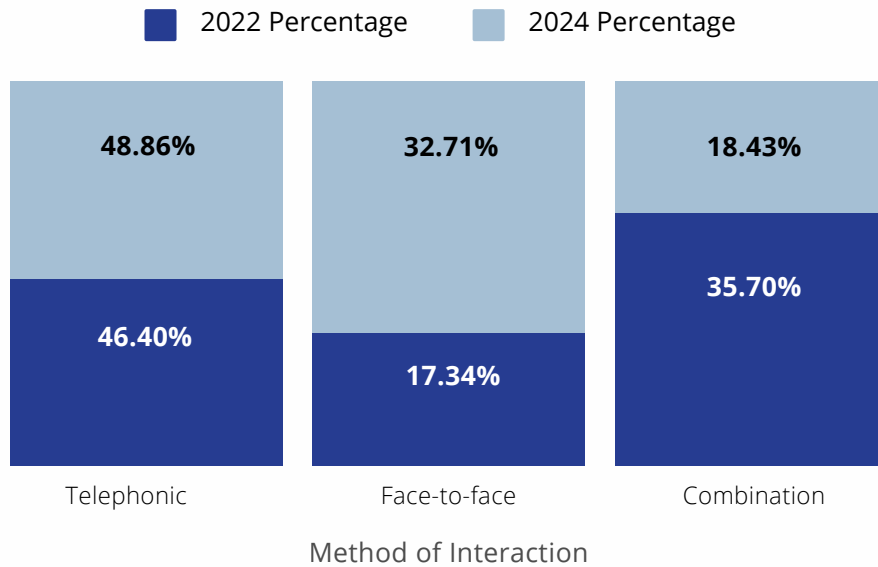
Our 2024 survey reveals the following distribution of client interaction methods among case managers:

- Telephonic: 43.8%
- Face-to-face: 29.3%
- Combination: 16.5%
- Do not interact with clients: 9.5%
- Video/Virtual: 0.5%
- Other: 0.4%

Evolving Trends in Case Manager-Client Communication

The trends data represent the methods used by case managers who actively engage with clients. It excludes those who reported no client interaction and accounts for the percentage difference from the previous chart.

Trends in Primary Case Manager-Client Interaction Methods: 2022 vs 2024
2022 (n=1,844), 2024 (n=2,198)



Note: The percentages in this chart do not sum to 100% as they exclude the "do not interact with clients" category (9.54% in 2024, 11.20% in 2022) and the newly introduced categories in 2024 (Video/Virtual: 0.49%, Other: 0.37%). These exclusions allow for a direct comparison of the primary interaction methods between 2022 and 2024.

Key Findings

1. **Telephonic Interactions:** Remains the primary method, with a slight increase from 46.40% in 2022 to 48.86% in 2024.
2. **Face-to-Face Interactions:** Nearly doubled from 17.34% in 2022 to 32.71% in 2024, indicating a strong return to in-person engagement.
3. **Combination Methods:** Decreased substantially from 35.70% in 2022 to 18.43% in 2024.

The Shifting Landscape of Client Engagement in Case Management

Analysis

The data demonstrates a significant shift in how case managers interact with their clients over the past two years. While telephonic interactions continue to be the most common method, the dramatic increase in face-to-face interactions suggests a robust return to traditional, in-person case management. This trend likely reflects the easing of pandemic-related restrictions and a return to more traditional interaction methods.

The substantial decrease in combination methods further underscores this shift. It appears that many case managers who previously used a mix of interaction methods have now moved towards either primarily telephonic or face-to-face approaches.

Despite the strong trend towards face-to-face interactions, the slight increase in telephonic methods indicates that some pandemic-era practices have been retained. This suggests that the field of case management has adapted to incorporate the benefits of remote interaction while recognizing the value of in-person engagement.

The introduction of new categories (Video/Virtual and Other) in the 2024 survey, although representing small percentages, indicates an evolving landscape in client interaction methods. The emergence of video/virtual interactions (0.5%) suggests that some case managers are adopting newer technologies to connect with clients, potentially offering a middle ground between telephonic and face-to-face interactions.

Conclusion

The evolving landscape of case manager-client interactions reflects a return to pre-pandemic practices and the integration of lessons learned during COVID-19. As we move forward, monitoring these trends and their impact on client outcomes and case manager effectiveness will be important.

The small but notable emergence of video/virtual interactions may signal a future direction for the field. These interactions could potentially offer a balance between the efficiency of remote communication and the personal touch of face-to-face meetings.

Work-Life Integration Factors

The work schedule of case managers plays a significant role in their job satisfaction and work-life balance. This analysis examines key aspects of case managers' work patterns, including weekend work requirements, holiday schedules, and overtime expectations. By comparing data from multiple survey years, we identify trends in these areas and their potential impact on the profession. These insights provide valuable information about the evolving nature of case management work schedules and their implications for both practitioners and employers.

Weekend Work

Analysis

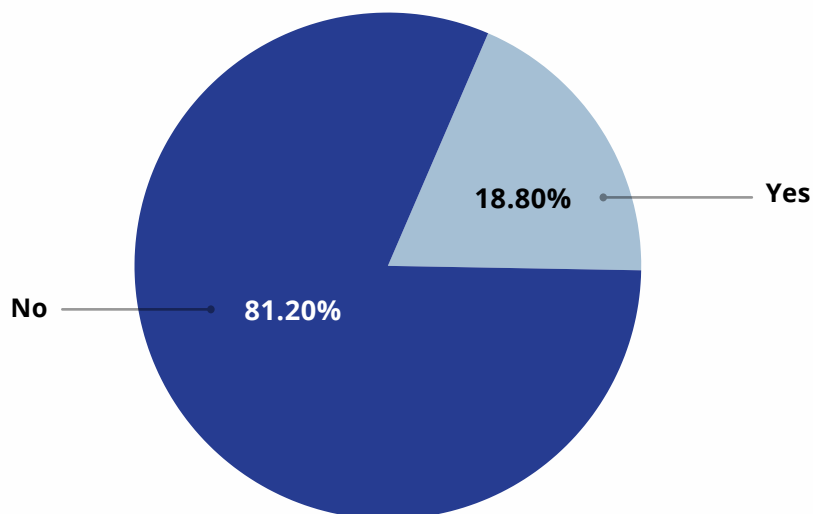
Majority Not Required to Work Weekends:

- A significant majority of case managers, 81.2%, are not required to work weekends.

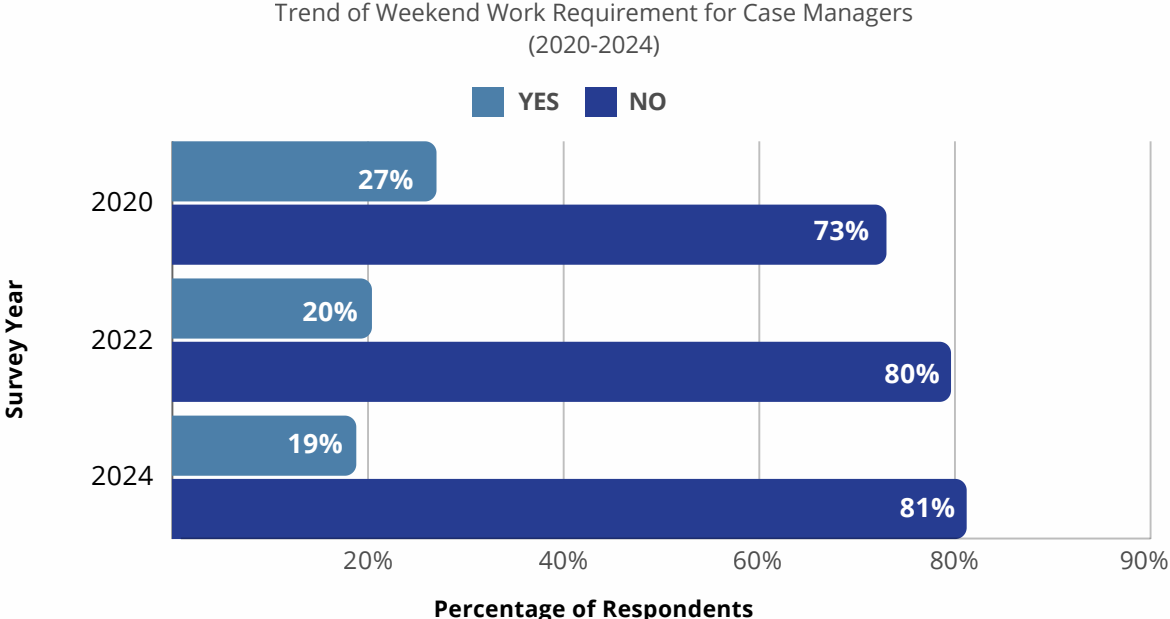
Minority Work Weekends:

- 18.8% of respondents are required to work weekends. This minority may represent those in specific roles or settings that necessitate weekend coverage, such as hospitals or continuously operating facilities.

Weekend Work Requirements for Case Managers
(2024, n=2,507)

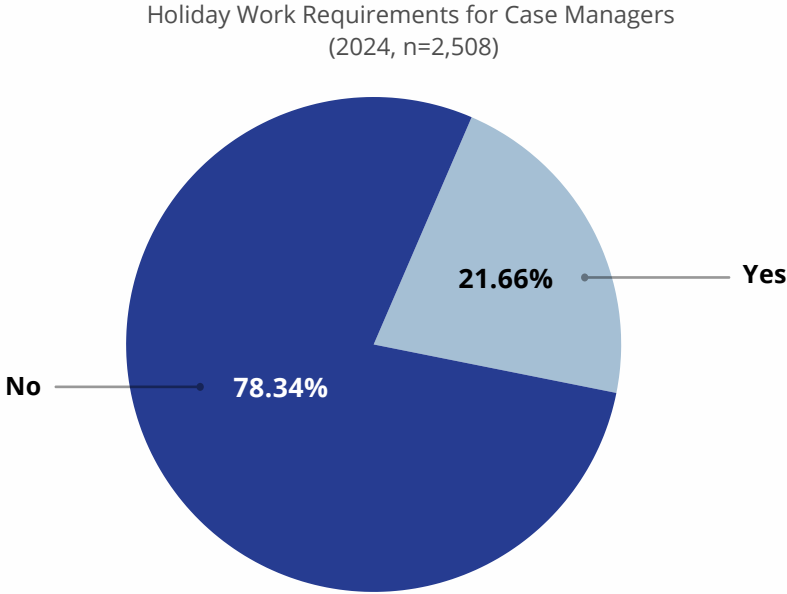


Case Manager Weekend Work: Comparative Analysis 2020-2024



The trend over the last four years shows a clear movement towards fewer case managers being required to work weekends. This positive change highlights a shift in the profession towards improved work-life balance and potentially higher job satisfaction.

Holiday Work Requirement



Results

Total respondents: 2,508
Required to work holidays (Yes): 543 (21.66%)
Not required to work holidays (No): 1,965 (78.34%)

Analysis

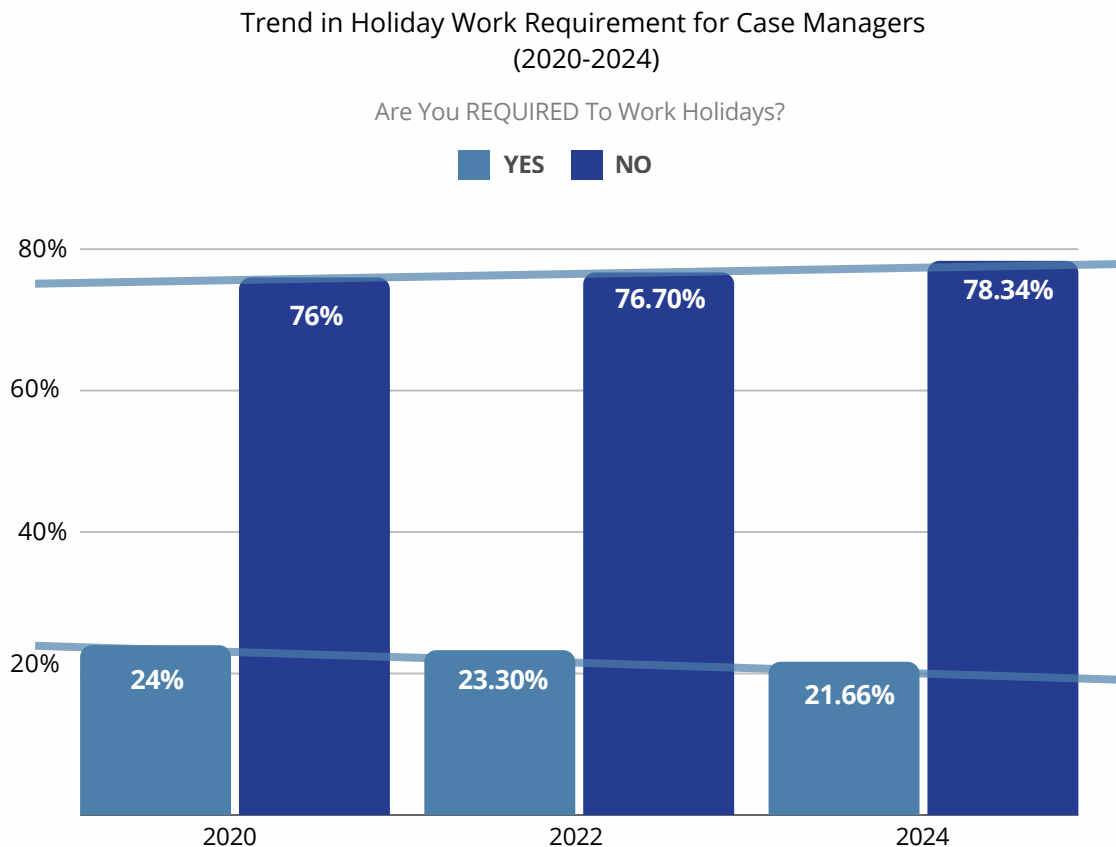
These percentages show that a significant majority of surveyed case managers (about 4 out of 5) are not required to work holidays, while approximately 1 out of 5 are required to do so.

- **Specialization Effect:** This data indicates that case management specialization allows for more standardized working hours, even within healthcare settings.
- **Organizational Structure:** It suggests that many healthcare organizations structure their case management departments differently from direct client care units, allowing for more off-hours coverage.
- **Work-Life Balance:** Case management appears to offer better work-life balance in terms of holiday time off, which could be a significant factor in job satisfaction and retention.

Conclusion

The low percentage of case managers required to work holidays, especially compared to traditional nursing roles, highlights a significant differentiator for the case management profession within healthcare. This aspect could be a key factor in recruitment, job satisfaction, and the overall structure of case management services in healthcare organizations. It also raises important questions about how case management functions integrate with other healthcare services during holiday periods.

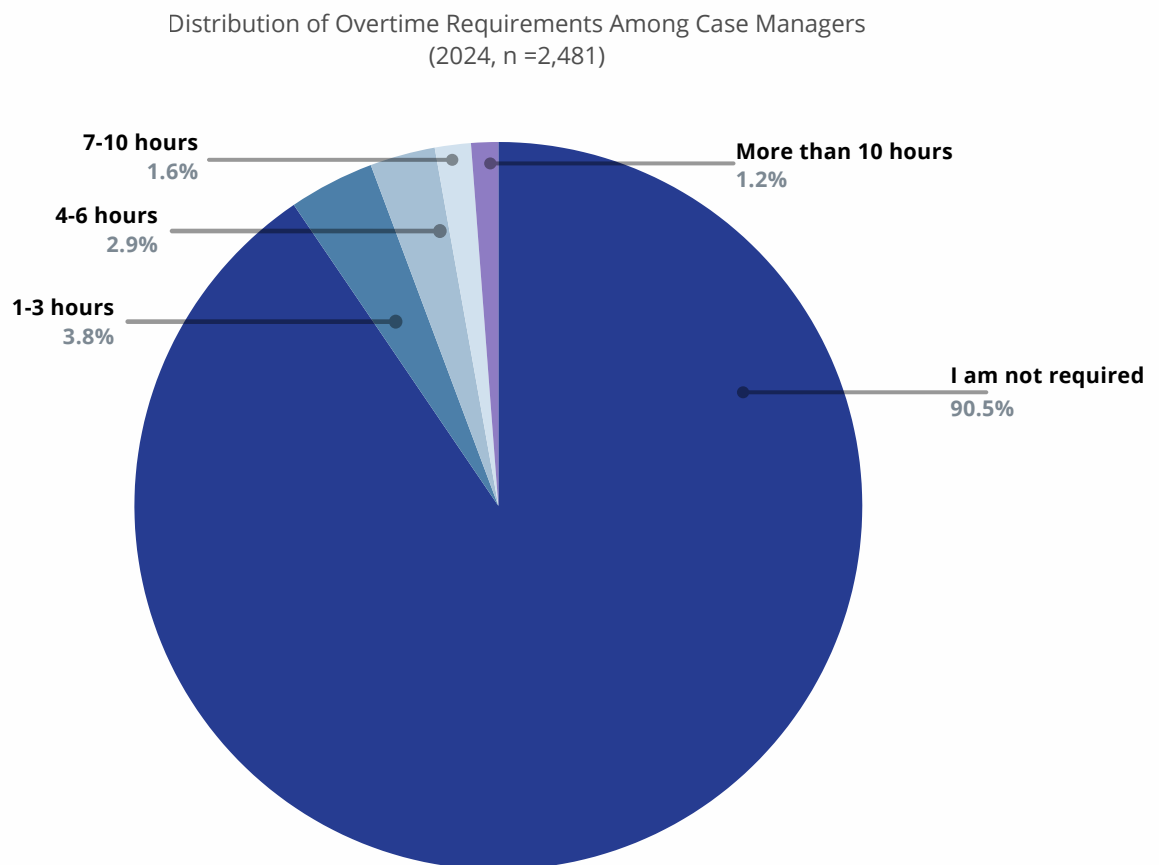
Trend in Holiday Work Requirement



Analysis

- **Trend Direction:** There's a clear trend of fewer case managers being required to work holidays over the years.
- **Consistency:** The trend is consistent across all three survey periods, showing a steady decline in holiday work requirements.
- **Relative Change:** The relative decrease in "Yes" responses from 2020 to 2024 is about 9.75% (calculated as $(24.00\% - 21.66\%) / 24.00\% * 100$).
- **Statistical Significance:** While the changes are relatively small, the consistent direction over three survey periods suggests this is likely a real trend rather than random fluctuation.
- **Contextual Considerations:** This trend is especially notable given that the majority of case managers come from nursing backgrounds, where holiday work is more common. The change might make case management increasingly attractive to nurses looking for roles with better work-life balance.

Overtime Requirements



Insights

- The vast majority (90.5%) of case managers are not required to work overtime.
- Only about 1 in 10 case managers are required to work overtime.
- Of the small group required to work overtime (approximately 10% of all case managers):
 - The majority (45.7%) work 3 hours or less of overtime per week.
 - 27.3% work 4 to 6 hours of overtime per week.
 - 27% work 7 or more hours of overtime per week.
 - Notably, these percentages represent subsets of the already small 9.5% of case managers required to work overtime.
 - In the context of all case managers, those working more than 6 hours of overtime represent only about 2.8% of the total workforce.

Overtime Hours Analysis

Important Context: This analysis pertains only to the 9.5% of case managers who are required to work overtime. The vast majority (90.5%) of case managers are not required to work any overtime.

Of the 2,506 total respondents, only 261 (9.5%) are required to work overtime. For this small group, the breakdown of overtime hours is as follows:

- Less than 1 hour: 9.2% (24 respondents)
- 1 to 3 hours: 36.5% (95 respondents)
- 4 to 6 hours: 27.3% (71 respondents)
- 7 to 10 hours: 15.8% (41 respondents)
- Over 10 hours: 11.2% (29 respondents)

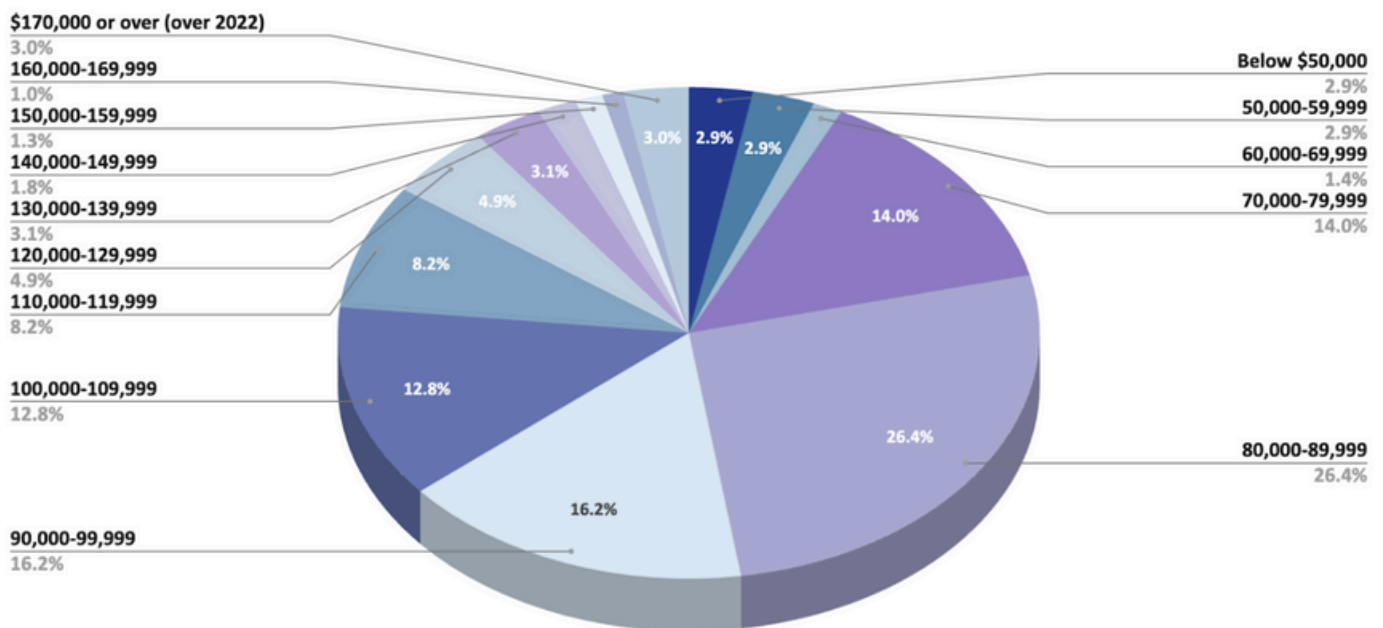
This contextualization emphasizes that while some case managers do work significant overtime, they represent a very small portion of the overall case management workforce. The vast majority do not work any required overtime, which aligns with the high job satisfaction rates observed in the survey.

Compensation and Benefits

The compensation and benefits package offered to case managers is a critical factor in attracting and retaining talented professionals in the field. This section explores various aspects of case managers' remuneration, including salary distribution, recent salary changes, benefits received, vacation time, and overall satisfaction with compensation and benefits. By examining these elements, we gain valuable insights into the financial rewards and incentives associated with case management careers, as well as areas where improvements may be needed to ensure competitive and satisfying employment packages.

Salary Distribution for Case Managers in 2024

Case Manager Salary Distribution
(2024, n= 2,513)



Key Findings

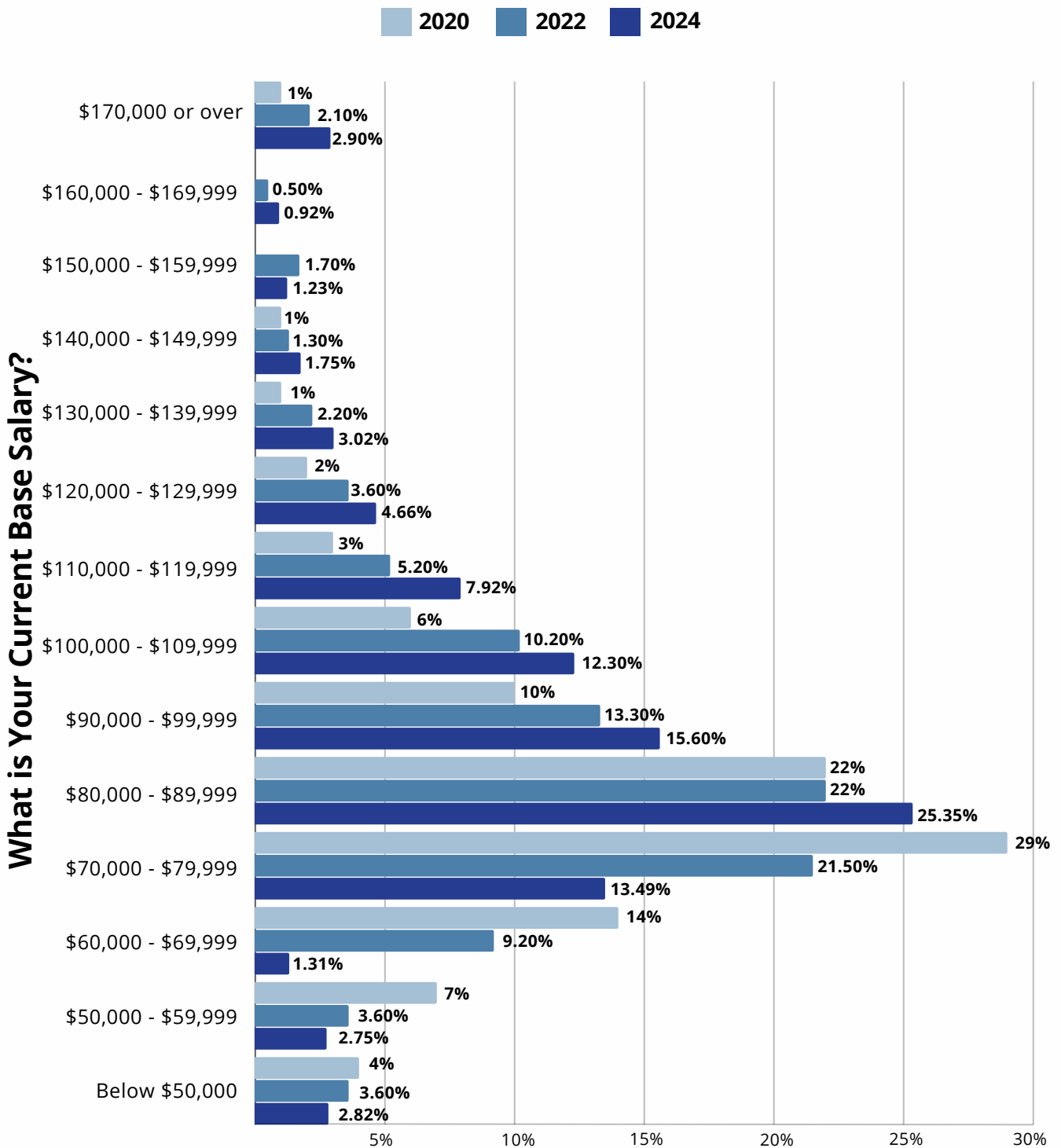
- 36.1% of case managers earn \$100,000 or more annually.
- Only 7.2% earn less than \$70,000 per year.
- The largest segment (26.4%) falls within the \$80,000-\$89,999 range making it the median salary range.
- Over Two-thirds (69%) of case managers earn between \$70,000 and \$110,000.
- Nearly three-quarters (78%) earn between \$70,000 and \$119,999.
- Higher income ranges are also represented, with a notable 15.1% earning \$120,000 or more.
- 3% earn \$170,000 or more, indicating opportunities for high income in the field.

Summary

The 2024 salary data demonstrates that case management is a profession offering competitive compensation. Over half of case managers earn between \$80,000 and \$109,999, indicating both the value placed on these professionals and the opportunities for financial growth. The presence of higher salary brackets shows that with experience and expertise, case managers can achieve significant financial rewards in this field.

Salary Trends for Case Managers: 2020-2024 Comparison

Case Manager Salary Trends 2020-2024



Key Findings

1. **Shift in Median Salary Range:** The most prominent salary bracket has shifted upwards from \$70,000-\$79,999 in 2020 to \$80,000-\$89,999 in 2024.
2. **Substantial Growth in Higher Income Brackets:**
 - The percentage of case managers earning \$100,000 or more has more than doubled, from 14% in 2020 to 34.48% in 2024.
 - Notably, the \$100,000-\$109,999 bracket increased from 6% to 12.30%, and the \$110,000-\$119,999 bracket grew from 3% to 7.92%.
 - The highest bracket (\$170,000 or over) nearly tripled from 1% to 2.90%.
3. **Significant Reduction in Lower Salary Brackets:** Case managers earning less than \$70,000 decreased dramatically from 54% in 2020 to just 6.88% in 2024.
4. **Emerging Upper-Middle Class:** There's a notable expansion in the \$120,000-\$149,999 range, growing from 4% in 2020 to 9.43% in 2024, suggesting the emergence of a stronger upper-middle income tier within the profession.

Insights

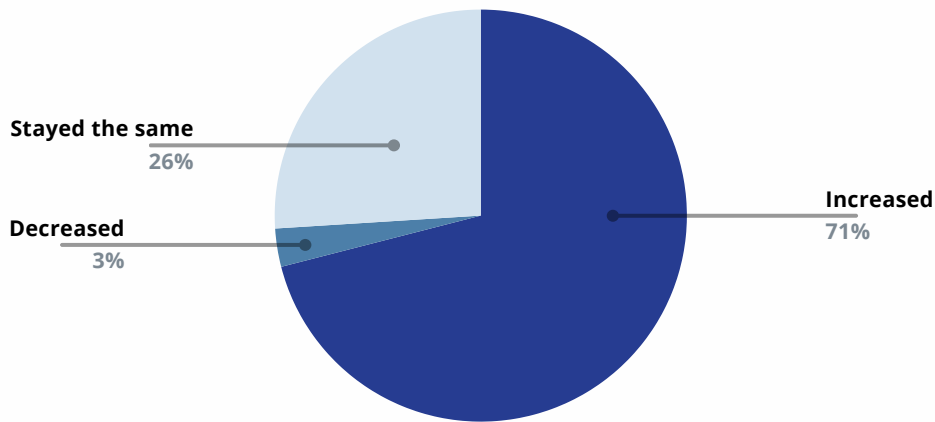
While the salary data from 2020 to 2024 shows a clear upward trend in compensation for case managers, it's crucial to view these increases in the context of overall economic factors:

1. **Inflation Impact:** The U.S. has experienced significant inflation during this period, with cumulative inflation of about 17-18% from 2020 to 2024. This means that while nominal salaries have increased, the real (inflation-adjusted) increase is less pronounced.
2. **Real Wage Growth:** Despite inflation, the shift in salary brackets (particularly the dramatic reduction in sub-\$70,000 salaries and increase in \$100,000+ salaries) suggests that case managers have likely experienced real wage growth, though not as dramatic as the nominal figures might initially indicate.
3. **Competitive Positioning:** The salary trends indicate that case management remains a competitive field within healthcare, with salaries keeping pace with or potentially outpacing inflation and general wage growth.

In light of these factors, while the nominal salary increases for case managers are significant, the real economic gain is more modest when accounting for inflation and broader wage trends. Nonetheless, the data still suggests that case management remains a financially attractive and growing profession within the healthcare sector.

Recent Salary Changes (Past 12 Months)

Case Manager Salary Changes: Past 12 Months
(2024, n= 2,501)



Findings of Salary Changes Over the Past 12 Months

In the past year, case managers have experienced significant salary changes. The survey data shows the following distribution of responses from 2,501 respondents:

- Increased: 71%
- Decreased: 3%
- Stayed the same: 26%

Analysis

The 12-month data aligns with and reinforces the 2020-2024 trends, indicating that the upward shift in salaries is an ongoing, active process. The high percentage of recent increases suggests an accelerating pace of salary growth.

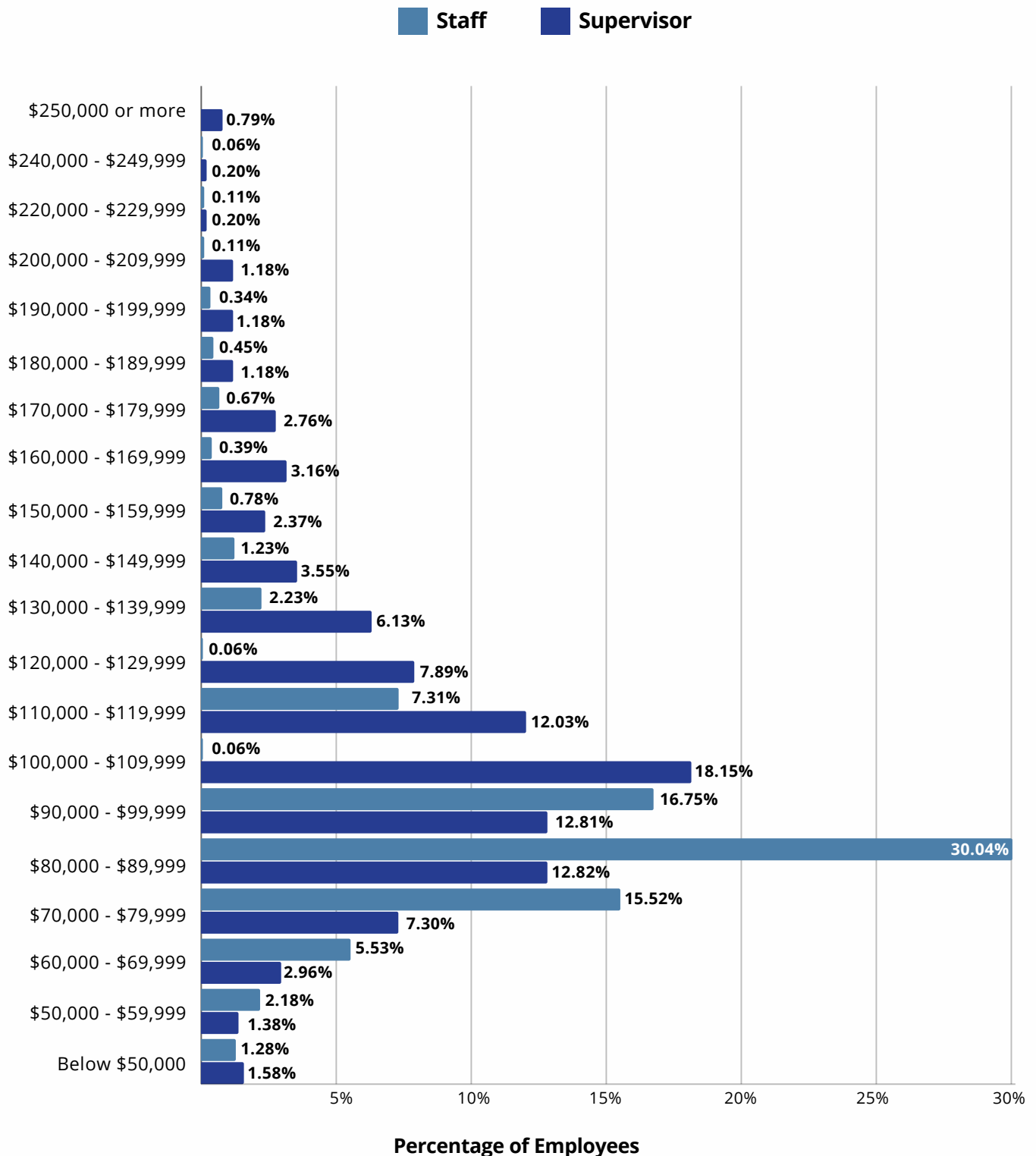
Summary of Salary Finding

The 2024 salary data demonstrates that case management is a profession offering competitive and improving compensation. The clear upward trend in salaries from 2020 to 2024, coupled with the high percentage of salary increases in the past 12 months, indicates strong financial recognition for case managers. This trend suggests an increasing appreciation of the value case managers bring to healthcare systems and reflects a growing demand for their specialized skills and expertise. While economic factors like inflation moderate the real impact of these increases, case management remains a financially attractive and growing profession within the healthcare sector.

Breakdown of Staff and Supervisory Salaries

To better understand case managers' salaries, we further analyzed the data, focusing exclusively on full-time positions and distinguishing between staff-level and supervisory roles. This breakdown provides clearer insights into the salaries of case managers at different professional levels.

Case Management Salary Distribution: Staff vs. Supervisors
(2024, n=2,298)



Key Findings for Staff-Level Case Managers

- The largest segment (30%) falls in the \$80,000-\$89,999 range, representing the median salary bracket.
- Most staff case managers (62.3%) earn between \$70,000 and \$99,999.
- Over a quarter (28.7%) earn \$100,000 or more, demonstrating significant opportunities for higher earnings at the staff level.
- Only a minute (1.3%) earn less than \$50,000.
- A small but notable 2.9% earn \$150,000 or more, demonstrating exceptional earning potential for some staff positions.

These findings underscore the financial attraction of staff-level case management roles. These roles have a solid middle-income range and high earnings potential, making them an appealing career option.

Key Findings for Supervisory-Level Case Managers

- The largest segment (18.1%) falls within the \$100,000-\$109,999 range, representing the median salary bracket.
- The majority of supervisory case managers (55.9%) earn between \$80,000 and \$119,999.
- Nearly a third (30.4%) earn \$120,000 or more, highlighting the high-earning potential in leadership roles.
- Only a tiny minority (1.6%) earn less than \$50,000, similar to staff-level positions.
- A substantial 12.8% earn \$150,000 or more, demonstrating exceptional earning potential for supervisory roles.
- Notably, 2.3% earn \$200,000 or more, indicating the potential for top-tier compensation for senior leadership positions.
- The salary distribution is more spread out compared to staff, with notable representation in higher brackets.

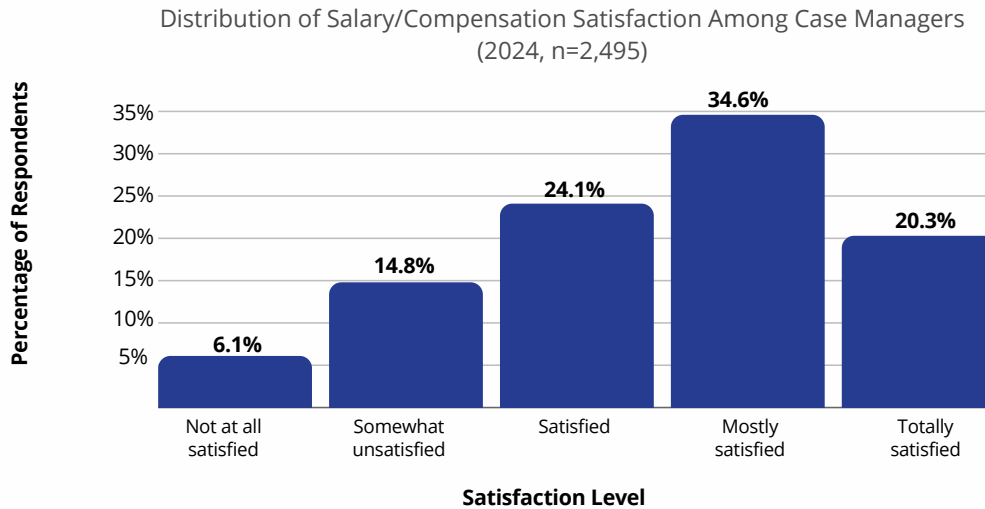
* It's important to note that these findings encompass a broad range of supervisory positions, from front-line managers to directors, which likely accounts for the wide salary distribution.

Insights

These findings reveal increased financial opportunities in supervisory case management positions, which offer a higher median salary range and greater potential for top-tier earnings. The broad salary range reflects the diversity of leadership roles within the field, from entry-level supervisors to high-level directors, with some reaching exceptionally high compensation levels.

Salary/Compensation Satisfaction Among Case Managers

The 2024 survey assessed case managers' satisfaction with their salary and compensation on a scale of 1 (Extremely Dissatisfied) to 5 (Extremely Satisfied). Results from 2,495 respondents reveal:



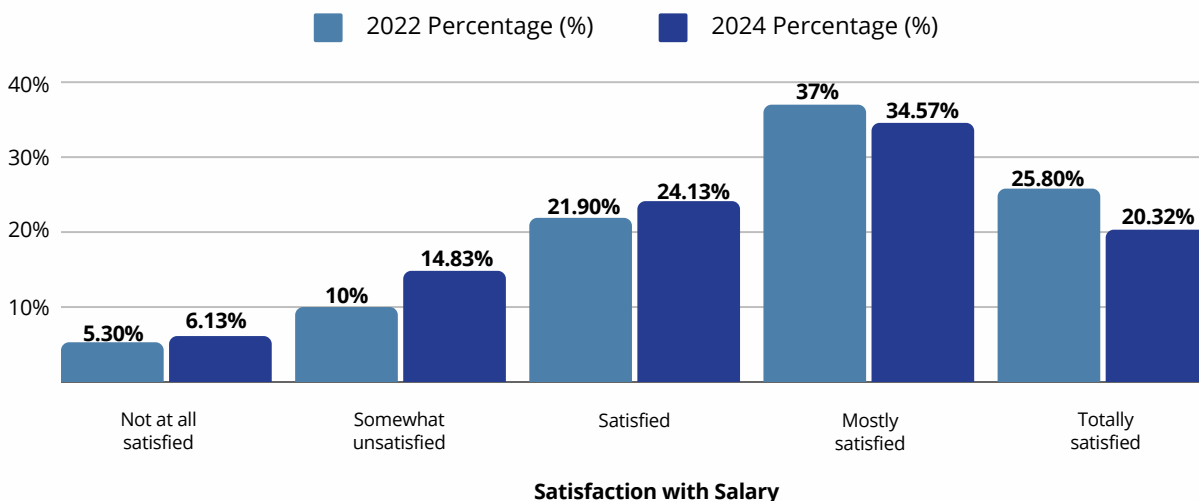
Key Insights

1. Overall Satisfaction: 79.0% of case managers are satisfied with their compensation (rating ≥ 3), with 54.9% rating it 4 or 5.
2. Dissatisfaction: 20.9% expressed dissatisfaction (ratings 1 or 2), indicating room for improvement.

Trends (2022 vs. 2024)

1. Decreased Satisfaction: The percentage rating satisfaction 4 or 5 dropped from 62.8% to 54.9%.
2. Increased Dissatisfaction: Those rating 1 or 2 increased from 16.0% to 20.9%.

2022 vs. 2024 Comparison of Salary Satisfaction Among Case Managers
2022 (n=1,910), 2024 (n=2,495)



Analysis

The trend towards increasing dissatisfaction is notable, especially considering that 71% of respondents reported salary increases in the past year. This discrepancy suggests:

1. **Rising Expectations:** Case managers may have higher compensation expectations due to increased responsibilities or industry comparisons.
2. **Inflation Impact:** Salary increases may not be keeping pace with rising living costs, affecting perceived value of compensation.
3. **Market Comparisons:** Case managers might be benchmarking against other healthcare roles or industries with more significant salary increases.

Actionable Insights for Employers and Industry Leaders

1. **Conduct Regular Compensation Reviews:** Ensure salaries remain competitive with market rates and reflect increased responsibilities.
2. **Implement Transparent Compensation Structures:** Clearly communicate how salaries are determined and opportunities for increases.
3. **Offer Non-Monetary Benefits:** Enhance overall compensation packages with benefits like flexible work arrangements, professional development opportunities, or improved work-life balance initiatives.
4. **Address Workload Concerns:** Regularly assess and adjust workloads to ensure they align with compensation levels.
5. **Develop Career Advancement Pathways:** Create clear progression opportunities tied to compensation increases.
6. **Conduct Stay Interviews:** Regularly gather feedback from employees about their satisfaction and address concerns proactively.
7. **Consider Cost of Living Adjustments:** Implement annual adjustments that account for inflation and regional cost of living changes.

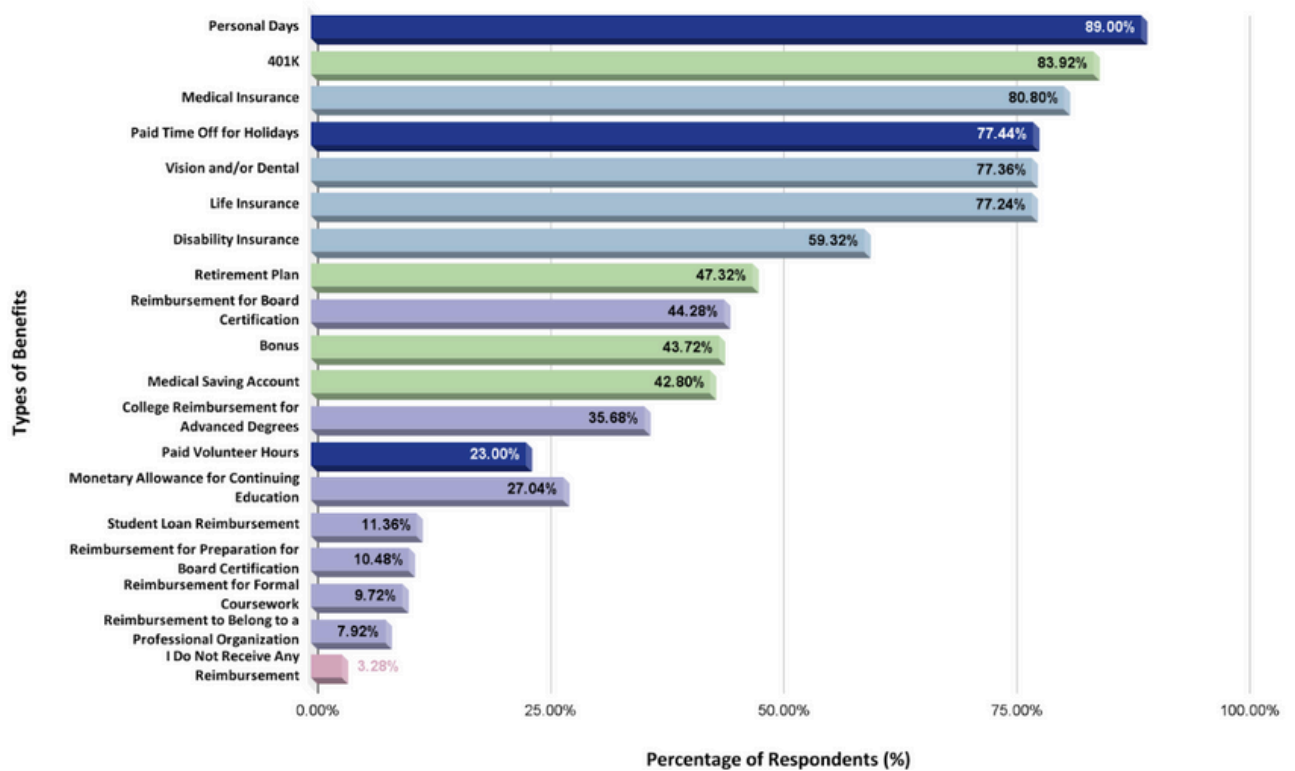
By addressing these factors, employers can work towards improving satisfaction levels and retaining valuable case management talent in an evolving healthcare landscape.

Summary

The comparison between 2022 and 2024 data reveals a trend of increasing dissatisfaction among case managers with their salary and compensation. While more than 71% of respondents reported a salary increase in the past year, this does not appear to have translated into higher satisfaction levels.

Benefits

Benefits Breakdown for Case Managers
(2024, n=2,499)



Category

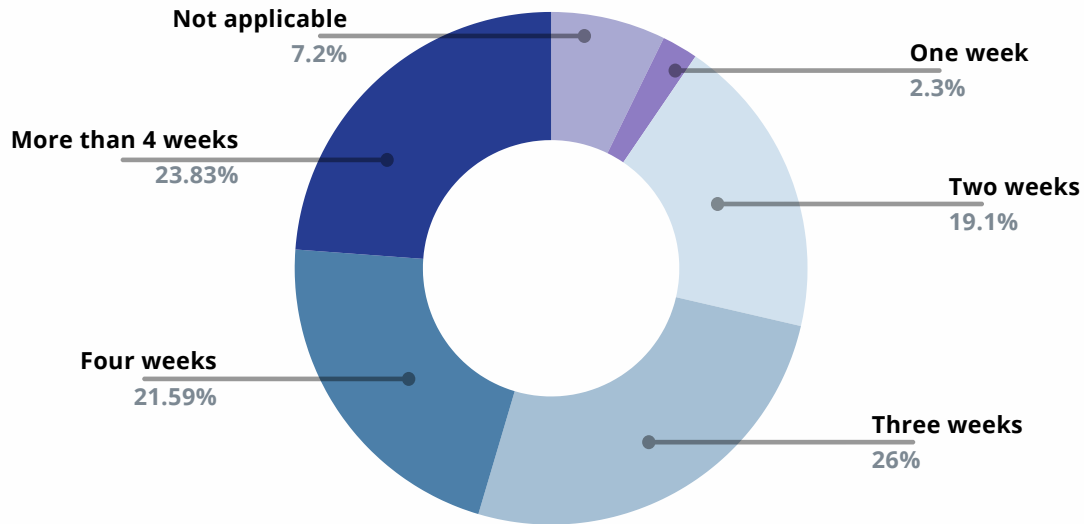
- Time Benefit
- Financial Benefit
- Health Related
- Professional Growth and Development
- Additional Perks

Analysis of Benefits Received by Case Managers in 2024

The survey data indicates that case managers generally receive a comprehensive benefits package, with a strong emphasis on core benefits like medical insurance, retirement savings, and personal days. While the core benefits are well-covered, there are opportunities to enhance support for professional growth and development such as organization memberships and other educational benefits to further improve satisfaction and support the professional growth of case managers.

Paid Vacation Analysis for Case Managers (2024)

Paid Vacation Weeks Earned by Case Managers
(2024, n=2,497)



Key Findings

1. 19.10% of case managers receive the standard two weeks of paid vacation.
2. A significant majority (71.38%) earn three weeks or more of paid vacation.
3. Nearly a quarter (23.83%) of respondents receive more than four weeks.
4. 7.24% report no paid vacation or non-applicable status, likely representing per diem, contract, or self-employed individuals.

Insights

- The generous vacation policies for most case managers reflect a commitment to work-life balance in the profession.
- Extended vacation time for a significant portion of respondents may serve as a retention tool and reward for experience.
- The small percentage with limited or no vacation highlights the diverse employment arrangements within case management.

Satisfaction With Benefits Package



Observations and Insights

1. High Overall Satisfaction: 88.09% of case managers rate their benefits satisfaction positively (rating ≥ 3).
2. Strong Positive Sentiment: 63.85% are highly satisfied (rating ≥ 4).
3. Top Satisfaction: 26.85% are extremely satisfied (rating 5).
4. Low Dissatisfaction: Only 11.91% express dissatisfaction (rating ≤ 2).
- 5 Potential for Improvement: 24.24% are neutral (rating 3), indicating room for enhancement.

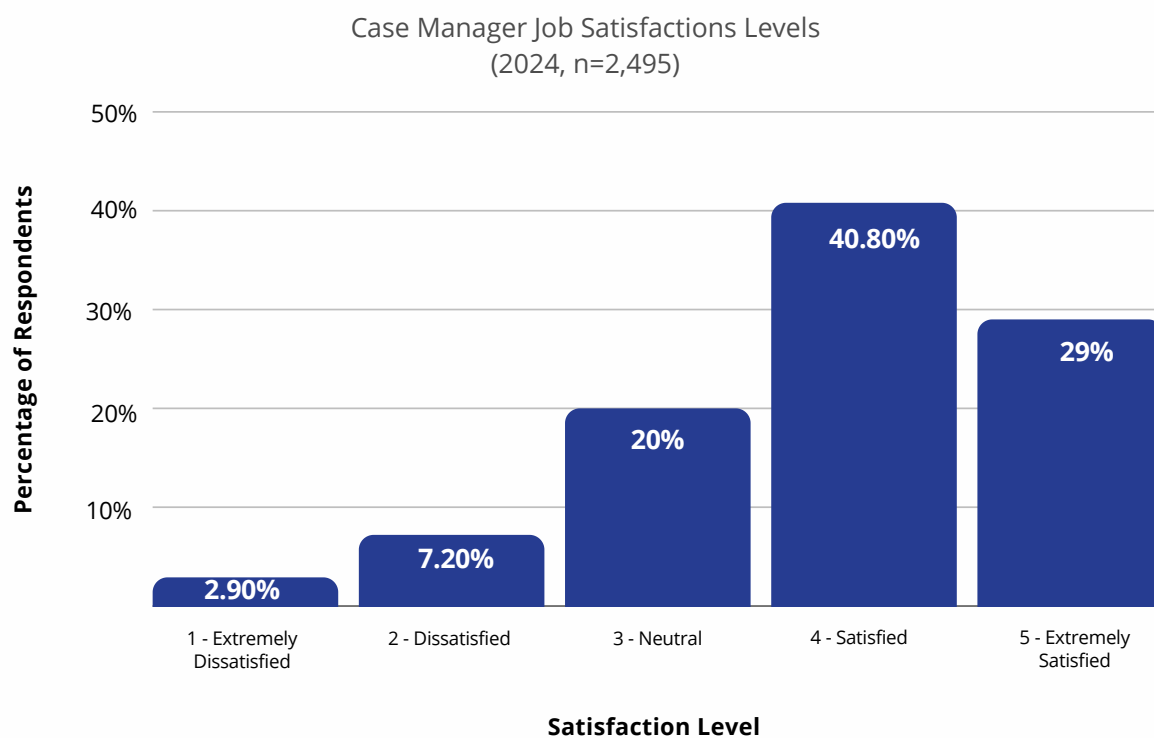
Summary

Case managers in 2024 show predominantly positive perceptions of their benefits packages, with nearly 90% expressing neutral to high satisfaction. This suggests employers are largely meeting expectations in this area. Combined with salary data, these findings provide a comprehensive view of compensation satisfaction in the field, highlighting benefits as a key contributor to overall job satisfaction for case managers.

Job Satisfaction

Job satisfaction is critical to employee retention, productivity, and overall quality of care in the healthcare sector. This section examines the levels of job satisfaction among case managers, including their satisfaction with management, and compares current data with previous findings.

Overall Job Satisfaction Among Case Managers



Key Findings

- The vast majority (69.8%) of case managers are satisfied or extremely satisfied with their current job/role (rating ≥ 4).
- Only 10.1% of respondents reported being dissatisfied or extremely dissatisfied with their current job/role (rating ≤ 2).
- The most common response was a satisfaction level of 4 out of 5, chosen by 40.8% of respondents.
- The mean satisfaction score is approximately 3.86 out of 5, indicating a generally positive sentiment.

Implications

The high level of job satisfaction among case managers suggests a generally positive work environment in the field. This could be attributed to factors such as work-life balance, professional autonomy, or meaningful work experiences. High job satisfaction can lead to better job performance, lower turnover rates, and ultimately better client outcomes.

Areas for Further Investigation

While the overall satisfaction is high, understanding the factors contributing to dissatisfaction for the 10.1% who reported low satisfaction could provide valuable insights for improving working conditions across the field.

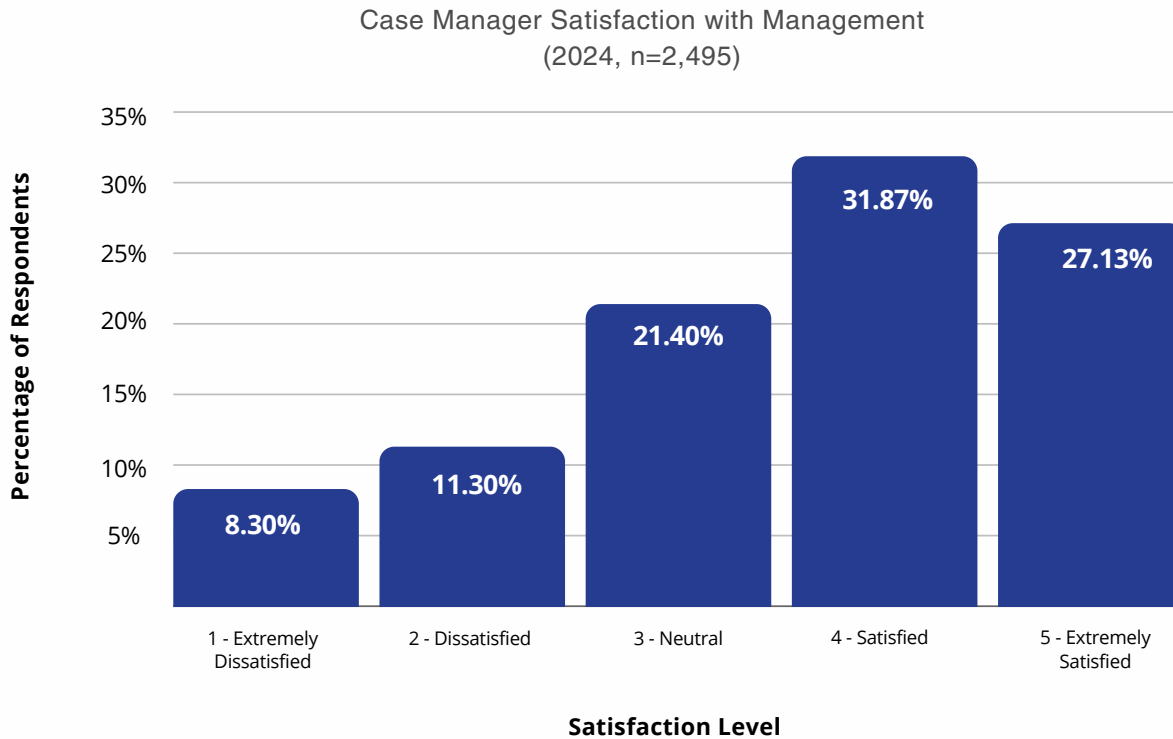
Job Satisfaction Synopsis (2022 vs 2024):

Case managers continue to report high job satisfaction in 2024, with 69.8% expressing satisfaction with their current role rating ≥ 4 . While this represents a slight decrease from 73.2% in 2022, it still indicates a strongly positive sentiment in the field. The most notable shift is from "extremely satisfied" (level 5) to "satisfied" (level 4), suggesting a refinement rather than a significant decline in overall satisfaction. The percentage of neutral and dissatisfied responses saw only minor increases, maintaining the overwhelmingly positive trend in case manager job satisfaction.

Caution for Leaders:

While satisfaction remains high, the slight downward trend warrants attention. Leaders in case management should proactively address this shift to prevent further decline. Engaging with staff to understand and address emerging concerns will be crucial in maintaining the field's traditionally high job satisfaction levels.

Satisfaction With Management



Key Insights

- 59% of case managers are satisfied or extremely satisfied with their management (rating ≥ 4).
- The most common response is level 4 (Satisfied) at 31.87%.
- 21.40% of case managers feel neutral about their management (rating = 3).
- 19.60% of case managers are dissatisfied with their management (rating ≤ 2).
- The mean satisfaction score is approximately 3.6 out of 5, indicating a generally positive sentiment toward management.

Comparison of Job Satisfaction to Management Satisfaction

Analysis

The lower satisfaction with management (59%) than overall job satisfaction (69.8%) suggests that other factors contribute positively to job satisfaction. However, the higher level of dissatisfaction with management (19.6% vs 10.1% for overall job) indicates that management issues could be a significant factor for those dissatisfied with their jobs.

Based on these findings, we recommend the following actions for employers:

1. Conduct further research to identify specific management practices that contribute to higher satisfaction.
2. Implement management training programs focused on areas of dissatisfaction, such as communication, leadership skills, and employee empowerment.
3. Encourage open communication between management and case managers to address concerns and improve satisfaction.
4. Establish regular feedback mechanisms for case managers to voice their opinions on management practices.
5. Develop mentorship programs to foster better relationships between management and case managers.

Conclusion

Case managers consistently report high levels of job satisfaction, underscoring the inherently rewarding nature of their work. This positive sentiment persists even in the face of lower satisfaction with management, indicating that case managers find significant value in their core responsibilities and professional impact.

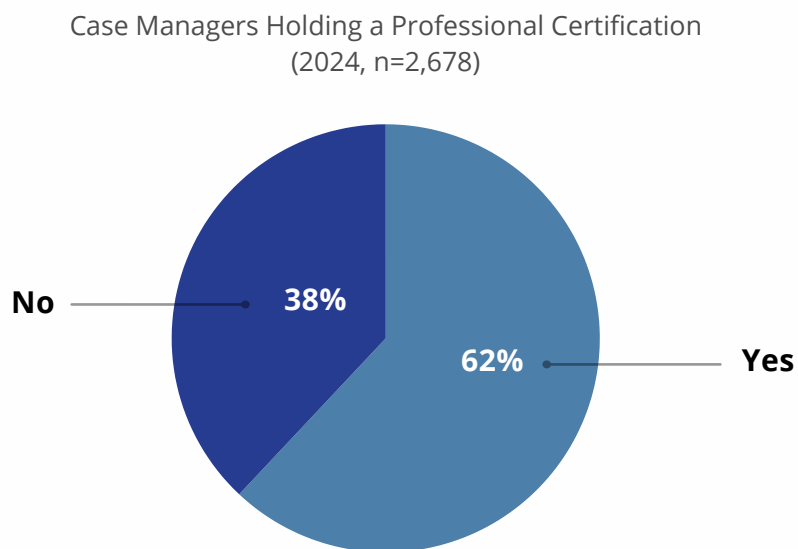
While the overall picture is encouraging, there remains room for enhancement, particularly in management practices. Organizations should focus on strengthening management skills and fostering better relationships to align more closely with the high levels of overall job satisfaction in the field.

By addressing these areas, the case management profession can maintain its traditionally high job satisfaction levels, ultimately benefiting both the professionals and the clients they serve.

Case Management Professional Development and Certification

Professional certification plays a vital role in the case management field, reflecting industry standards, practical experience, and demonstrated expertise. This section examines the prevalence of certification among case managers, the types of certifications held, perceived benefits, and employer requirements. We also compare the data from our 2024 survey to previous years identifying trends and shifts in the certification landscape.

Current Certification Status



In 2024, a majority (62%) of case managers hold professional certification, demonstrating the industry's strong emphasis on formal credentials.

There's a slight decrease (4.6 percentage points) in certified case managers from 2022 to 2024.

Potential factors contributing to this slight decrease include:

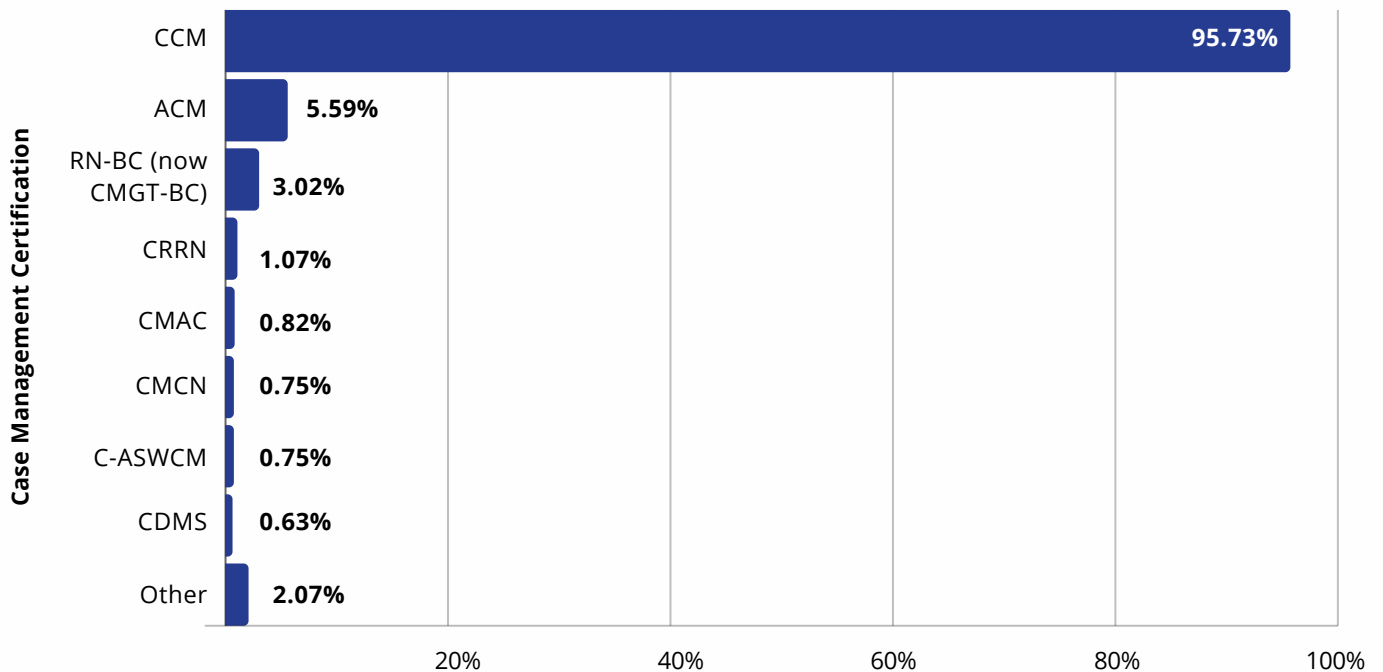
- An influx of new professionals entering the field who haven't yet obtained certification
- Changes in employer requirements
- Economic conditions affecting professional development budgets

The 4.6 percentage point decrease in case managers holding a certification from 2022 to 2024 is noteworthy, but not necessarily alarming due to:

1. **The Practical Significance:** A 4.6 percentage point change represents about a 7% relative decrease from the 2022 figure. In practical terms, this means that for every 100 case managers, about 5 fewer hold certifications in 2024 compared to 2022.
2. **Context:** The certification rate is still high at 62%. This indicates that certification remains important in the field, despite the decrease.
3. **Margin of Error:** Surveys typically have a margin of error. If this margin is around 3-4%, the actual change could be smaller or potentially even a slight increase.
4. **Industry Dynamics:** In a mature industry like case management, small fluctuations are common.

Types of Certifications Held By Case Managers

Distribution of Case Management Certifications Among Certified Case Managers
(2024, n=1,758)



Note: percentages sum to more than 100% due to some respondents holding multiple certifications.

Following the initial question about certification status, respondents who indicated they hold a case management certification (62% of total respondents in 2024) were asked to specify which certification(s) they possess. It's important to note that some individuals hold multiple certifications, resulting in percentages that sum to more than 100%.

Insights

1. The Certified Case Manager (CCM) credential overwhelmingly dominates the field, held by 91.8% of certified respondents in 2024. This suggests that the CCM is viewed as the gold standard in case management certification.
2. There's a significant gap between the CCM and the next most common certification (ACM at 5.4%), indicating a strong perceived value for the CCM in the industry.
3. The low percentages for specialized certifications (like CRRN at 1.0% or CDMS at 0.6%) indicate niche areas within case management.

Comparison to Previous Years

CCM prevalence has grown steadily:

2020: 82%
2022: 91%
2024: 91.8%

This trend reinforces CCM's position as the industry-leading certification. The consistent growth suggests that CCM is likely to maintain its dominance in the near future.

Conclusion

The 2024 data clearly shows the CCM certification's dominance in the case management field, with over 90% of certified respondents holding this credential. This represents a continued trend from previous years, where CCM has consistently been the most prevalent certification. The ACM and CMGT-BC (formerly RN-BC) certifications follow as distant second and third choices, respectively.

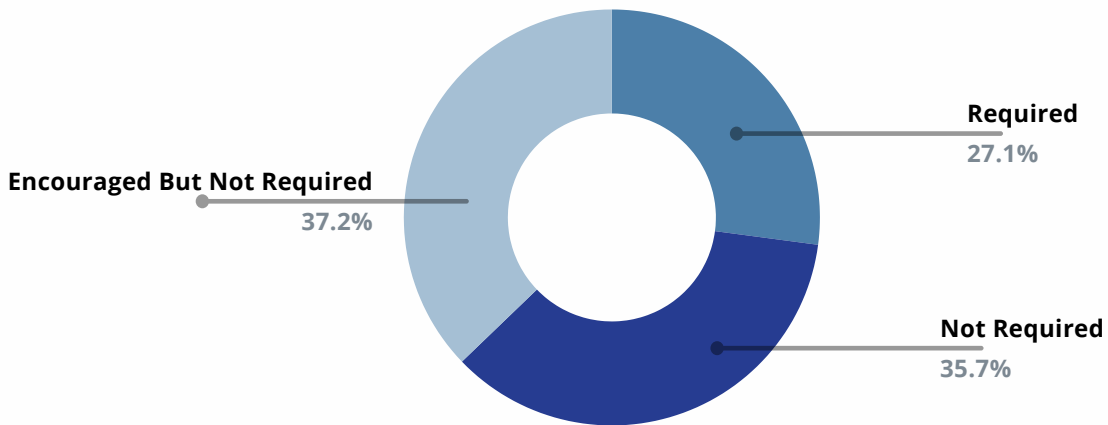
When comparing to previous years, we see a steady increase in CCM prevalence (82% in 2020, 91% in 2022, and 91.8% in 2024), suggesting its growing importance in the field. Other certifications have remained relatively stable or shown slight decreases, indicating a potential consolidation around the CCM as the industry standard.

The diversity of certifications, albeit in small percentages, reflects the multidisciplinary nature of case management and the varied backgrounds of professionals in the field. However, the clear preference for CCM certification shows it is the most widely recognized and valued credential in the current case management landscape.

Employer Certification Requirements (2024)

The 2024 distribution of employer attitudes towards certification is nearly even, with a slight lean towards encouragement without requirement. This balanced approach suggests that while certification is valued, employers are providing flexibility in professional development paths.

Case Management Certification: Employer Mandates and Preferences
(2024, n=2,666)



Comparison to 2022

There was a slight decrease in employers requiring certification (from 33.4% to 27.1%) and an increase in those encouraging it (from 31.8% to 37.2%) over the two-year period. The percentage of employers neither requiring nor encouraging certification remained relatively stable.

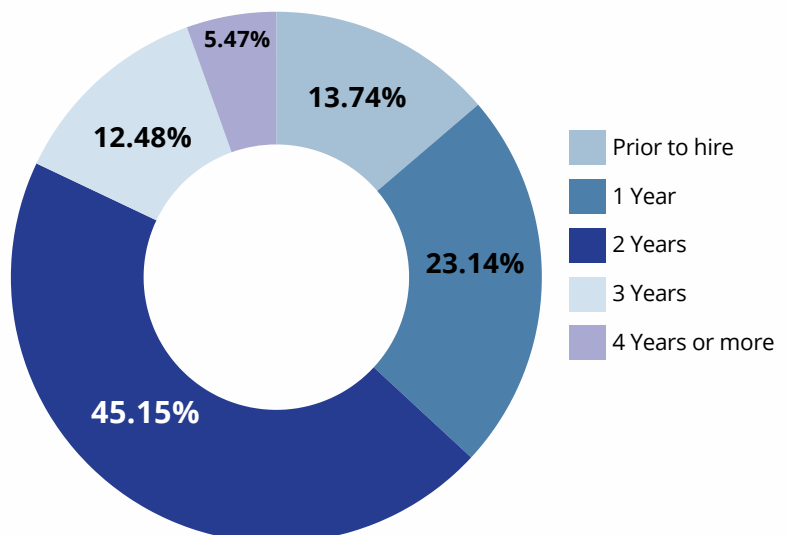
Timeframe

For employers requiring certification:

- 45.2% allow up to 2 years
- 23.1% require it within 1 year
- 13.7% require it before hire
- 12.5% allow up to 3 years
- 5.5% allow 4 years or more

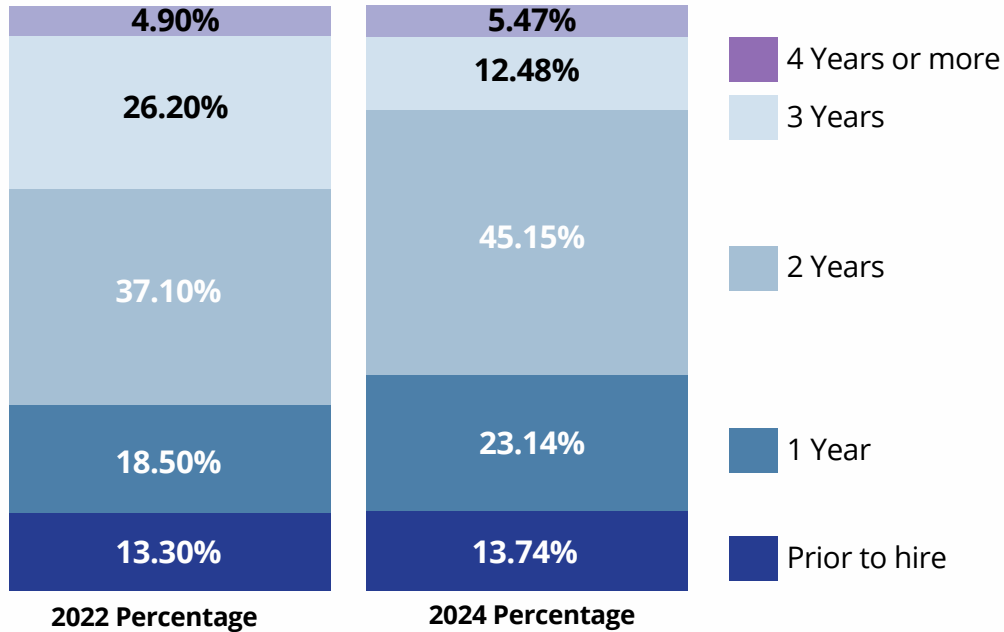
The majority (68.3%) requiring certification within 1-2 years aligns closely with the eligibility criteria for the Certified Case Manager (CCM) credential, which allows candidates to sit for the exam after 1 year of experience if supervised by a certified case manager, or 2 years of experience otherwise.

Employer-Mandated Certification Timelines
(2024, n=713)



Comparison

Employer-Mandated Certification Timeframes: 2022 vs 2024
2022 (n=592), 2024 (n=714)



Comparing this to our 2022 data shows some interesting shifts:

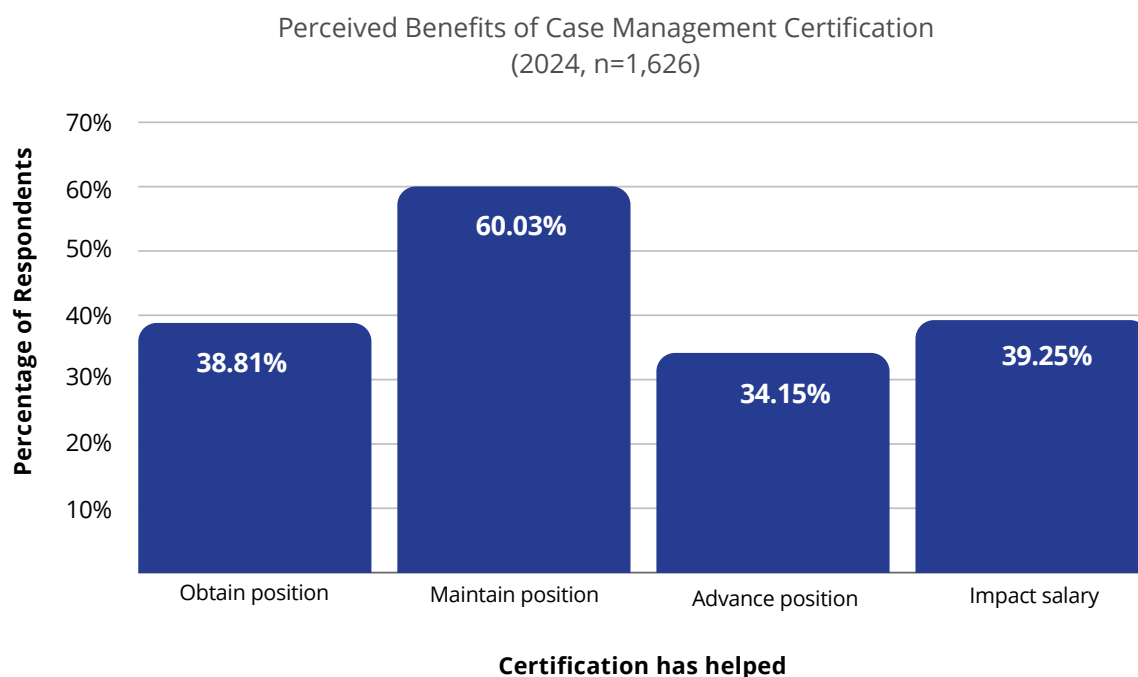
- Before hiring: 13.30% (2022) to 13.7% (2024)
- 1 Year: 18.50% (2022) to 23.1% (2024)
- 2 Years: 37.10% (2022) to 45.2% (2024)
- 3 Years: 26.20% (2022) to 12.5% (2024)
- 4 Years or more: 4.90% (2022) to 5.5% (2024)

Analysis

1. Shift towards certification eligibility timeframes: The most notable change is the significant increase in both the "within 1 year" and "within 2 years" categories, growing from a combined 55.6% in 2022 to 68.3% in 2024. This suggests that employers are aligning their requirements with the CCM eligibility criteria, expecting new hires to become certified as soon as they meet the experience requirements.
2. Decrease in longer timeframes: There's a substantial decrease in employers allowing 3 years for certification, dropping from 26.20% to 12.5%. Most of this shift appears to have moved to the 1 to 2-year timeframe.
3. Stability in pre-hire and extended timeframes: The proportion of employers requiring certification before hiring has remained nearly constant at about 13.7%, while those allowing 4 years or more saw a negligible increase to 5.5%.

These trends reflect a maturing understanding of the certification process in the case management field. Employers are striking a balance between allowing sufficient time for professional development and ensuring timely credential acquisition. The stability in pre-hire certification requirements indicates that while certification remains valuable, most employers recognize the need for on-the-job experience and are willing to hire candidates who are not yet certified. This approach allows for a reasonable period of skill development and study, potentially leading to better-prepared and more confident certified professionals.

Perceived Benefits of Certification (2024)



Our survey explored the question, "Has holding a case management certification helped you to:" with the following results:

- Maintain your position: 59.5%
- Obtain your position: 38.8%
- Increase your salary: 39.2%
- Advance in your position: 34.4%

Analysis

The data reveals that certification is most valued for job retention, with nearly 60% of respondents indicating it has helped them maintain their positions.

While less pronounced, a significant portion of certified case managers (34-39%) perceive benefits in other areas such as job acquisition, salary increase, and career advancement. This suggests that certification's impact extends beyond job security, potentially influencing various aspects of professional development.

Comparison to Previous Years

The data reveals a significant shift in perceived benefits from 2022 to 2024, particularly in job retention. The percentage of respondents indicating that certification helped them maintain their positions increased dramatically from 40.7% in 2022 to 59.5% in 2024.

Interestingly, the perception of certification helping to obtain positions slightly decreased from 42.5% in 2022 to 38.8% in 2024. This could suggest a shift to hiring those without previous case management experience and allowing them time to qualify to sit for certification.

Perceptions of certification's impact on salary and career advancement remained relatively stable, with slight increases in both categories. The percentage seeing salary benefits rose from 37.9% to 39.2%, while those perceiving advancement benefits decreased slightly from 36.9% to 34.4%.

This nuanced and evolving perspective on certification benefits provides valuable insight into why case managers pursue and maintain their credentials, and how these certifications function within the broader landscape of professional development in case management.

Certification Conclusion

Certification continues to play a significant role in the case management field, with 62% of respondents holding professional credentials in 2024. The Certified Case Manager (CCM) remains the dominant certification, held by 91.8% of certified professionals. While there's been a slight decrease in overall certification rates since 2022, employers are increasingly encouraging rather than requiring certification, allowing more flexibility in professional development. The perceived benefits of certification have shifted, with a dramatic increase in its value for job retention. As the field evolves, certification remains a key factor in career stability and advancement, reflecting the industry's commitment to maintaining high professional standards and expertise in case management.

The Current and the Future of Case Management

By Anne Llewellyn, MS, BHSA, RN, CRRN, CMGT-BC, BCPA, CMF

The 2024 Salary and Trends Survey is a snapshot of the current practice of case management. But where is case management going in five and ten years? In this article, I look into the future of our practice.

Value-based Payment models will utilize case management to educate and empower people (patients and their families) to partner with their healthcare teams. They will help them reach their goals, which might not align with health systems or managed care organizations but will complement them. This is why we need the patient and their caregivers involved. The patient is the missing link in the broad healthcare system. For Value-based payment models to work, the people need to be active members of the team.

Wellness and prevention programs will be the norm. Today, we have a sick system. To curb healthcare costs and improve quality, case managers will be instrumental in educating the patient and the family on identifying their risk factors and helping them partner with their Primary Care Physicians to find ways to address those risk factors.

Utilizing technologies to engage people in their care. Case Managers will help people learn how to use existing and emerging technologies that involve them in their care. Patient Portals, Artificial Intelligence, and Machine Learning will change how we work with people. Learning how to use these systems will be important today and going forward.

Health Literacy Tools: We must remember that people are not trained healthcare professionals. Case managers, to be effective, need to understand health literacy and work to improve how we interact with people when they enter the healthcare system. We must meet people where they are and help set realistic expectations and goals. We need to speak to them in terms they know. Helping people navigate the complex healthcare system is critical to patient engagement.

Helping the Patient and Family with End-of-Life Decisions: Patients with chronic and progressive conditions and their families need help to prepare for end-of life decisions. Helping patients to share their wishes with their families is important. Case Managers can start these conversations and help their patients have those difficult conversations so they can convey their wishes to the family early on and not wait until a crisis occurs. Doing so will allow for preparation and help all accept death as they do life.

Using data to demonstrate our value. Case managers need to take credit for the work they do. They need to work to the top of their license and advocate for the patients they are charged with. They need to be at the table when policy and organizational decisions are made. They need to make their voices heard by all team members, payers, employers, attorneys, and other stakeholders.

These points show us how the delivery of health care is changing. Case managers who have their fingers on the pulse of the industry are starting to pay attention to where healthcare is going and are leading the charge. Case managers are self-evaluating and moving to advanced education, so they are prepared and educated to meet the needs of the organizations they work for and the people they are called to care for.

Enjoy the Ride!

Anne Llewellyn, MS, BHSA, RN, CRRN, CMGT-BC, BCPA, CMF, is a registered nurse with 50 + years of clinical experience. She is a case manager and nurse advocate; Anne has been a thought leader in the industry and has an interesting career, allowing her to see the big picture as well as the impact of healthcare on the individual patient. Anne learned how hard it is to be a patient as a Brain Cancer Survivor. Her experience has shown her that the people (the patient and the family) are the missing links needed to reduce costs, improve quality, and meet the needs of everyone who enters our healthcare system. You can learn more about Anne and her work by visiting her website at www.nursesadvocates.com. You can reach Anne by email at allewellyn48@gmail.com.

***Thank you for reviewing the 2024 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.

