

*RESOURCES AND TOOLS
FOR CASE MANAGEMENT PROFESSIONALS*



DIVERSITY, EQUITY,
INCLUSION, AND
BELONGING

TOOLKIT

Introduction

The Case Management Society of America (CMSA) is committed to amplifying the critical importance of diversity, equity, inclusion and belonging (DEIB) for its members, the professional case management workforce, and the patients and families we serve. We advocate these seminal values in all of our initiatives with oversight by the CMSA DEIB Committee and CMSA Board of Directors.

Together, we're making strides toward a more inclusive society where everyone's rights are protected, so that all persons feel seen, with their voices heard and valued. Only in this way can psychological safety be fostered across all sectors of case management, supporting patients, their families, and the workforce alike.

Pillars

Evidence-Based Practice

Evidence Based practice (EBP) maintains its three-part structure as the guiding framework that encompasses the practitioner (care team), the evidence, and those parties to whom these practitioners (teams) are held accountable. In healthcare, the most critical value of diversity is improving patient outcomes.

Holistic Care

Holistic care is a healthcare approach that addresses the whole person, considering physical, mental, emotional, and spiritual well-being, as well as their social and environmental context. It emphasizes personalized care, preventive practices, and the integration of both conventional and complementary therapies to promote overall health and balance. It addresses intersectionality and promotes equitable and accessible care.

Workforce Development & Public Policy

CMSA understands the critical role the case managers play in advancing diversity, equity, inclusion, and belonging. CMSA focuses on fostering an environment which offers opportunities for professional growth and development, career and knowledge pathways, and mentorship opportunities where members are valued and respected.

Care Team Resources

Communities

- [Experiences, perceptions and expectations of health services amongst marginalized populations in urban Australia: A meta-ethnographic review of the literature](#)
- [Including disability in all health equity efforts: an urgent call to action](#)
- [Social Determinants of Health and Health Equity](#)
- [What an IDEA! Inclusion, Diversity, Equity, and Access in the Spinal Cord Injury Community](#)

Disciplines

Nursing

- [AACN Diversity Equity and Inclusion Tool Kit / Using the Tool Kit - AACN](#)
- [Achieving diversity, inclusion and equity in the nursing workforce](#)
- [Diversity, Equity, & Inclusion Policies of National Nursing Organizations](#)

Occupational Therapy

- [Diversity, Equity, and Inclusion strategic plan - AOTA](#)

Pharmacists

- [Ensuring Racial and Ethnic Diversity, Equity, and Inclusion at All Levels of Health Care - APhA](#)

Psychology

- [Equity, Diversity, and Inclusion Framework - APA](#)

Physical Therapy

- [Code of Ethics for the Physical Therapist - APTA](#)

Social Work

- [Code of Ethics - NASW](#)



Interdisciplinary Tools

Workforce

- [Advocating for public policy to advance nursing](#)
- [Advocacy for Evidence-Based Policy-Making in Public Health: Experiences and the Way Forward](#)
- [CMSA Public Policy Workforce Development Issue Brief](#)
- [DEI in the Healthcare Workforce: Advancing Equity Systemwide to Improve Service, Care, and Innovation](#)
- [The Importance of Diversity, Equity, and Inclusion in Healthcare – Pg. 11](#)
- [Moving diversity, equity, and inclusion from opinion to evidence](#)
- [Preventable Hospitalizations Among Adult Medicaid Enrollees in 2019](#)
- [Strengthening the Health Care Workforce: Strategies for Now, Near and Far Report](#)
- [Valuing Diversity and Inclusion in Health Care to Equip the Workforce: Survey Study and Pathway Analysis](#)

Associations

- Behavioral Health
 - [Asian & Pacific Islander American Health Forum \(APIAHF\)](#)
 - [Association for Multicultural Counseling and Development \(AMCD\)](#)
 - [The Association of Black Psychologists](#)
 - [Latino Social Workers Organization \(LSWO\)](#)
 - [National Association of Black Social Workers, Inc. \(NABSW\)](#)
 - [National Association of Puerto Rican Hispanic Social Workers \(NAPRSW\)](#)
- Gender and LGBTQ+
 - [American Association of Sexuality Educators, Counselors, and Therapists \(AASECT\)](#)
 - [Society for Sexual, Affectional, Intersex, and Gender Expansive Identities \(SAIGE\)](#)
- Nursing
 - [The American Association of Men in Nursing \(AAMN\)](#)
 - [Asian American/Pacific Islander Nurses Association, Inc. \(AAPINA\)](#)
 - [National Alaska Native American Indian Nurses Association \(NANAINA\)](#)
 - [National Association of Hispanic Nurses \(NAHN\)](#)
 - [National Black Nurses Association, Inc. \(NBNA\)](#)
 - [National Coalition of Ethnic Minority Nurse Association \(NCEMNA\)](#)
 - [Philippine Nurses Association of America, Inc. \(PNAA\)](#)
 - [Transcultural Nursing Society \(TNS\)](#)

Interdisciplinary Tools

- Medical
 - [American Medical Women's Association \(AMWA\)](#)
 - [The Association of American Indian Physician \(AAIP\)](#)
 - [Gay and Lesbian Medical Association \(GLMA\)](#)
 - [National Council of Asian Pacific Islander Physicians \(NCAPIP\)](#)
 - [National Hispanic Medical Association \(NHMA\)](#)
 - [National Medical Association \(NMA\) – Medical Association for Physicians of African Descent](#)
 - [National Osteopathic Medical Association – Medical Association for Minority Osteopathic Physicians](#)

Associations and Organizational Resources on Health Equity

- [The American Hospital Association \(AHA\) Institute for Diversity and Health Equity \(IFDHE\)](#)
- [America's Health Insurance Plans \(AHIP\) Health Equity](#)
- [AMA: Advancing Health Equity: A Guide to Language, Narrative, and Concepts](#)
- [American Academy of Family Physicians \(AAFP\) Advocating for Health Equity](#)
- [American Medical Association \(AMA\) Center for Optimal Health Outcomes](#)
- [American Public Health Association \(APHA\) Health Equity](#)
- [Association of American Medical Colleges \(AAMC\) Center for Health Justice](#)
- [Business Group on Health: Health Equity](#)
- [Certified Medical Interpreters](#)
- [Institute for Healthcare Improvement \(IHI\) Health Equity](#)
- [Medical Group Management Association \(MGMA®\): Addressing health disparities: Using the 5 A's to integrate social care into healthcare](#)
- [National Institute on Minority Health and Health Disparities \(NIMHD\)](#)
- [National Collaborative for Health Equity \(NCHE\)](#)

Toolkits & Action Guides

- [A Guide to SAMHSA's Strategic Prevention Framework](#)
- [An Action Guide to Disrupt Inequitable Health Outcomes](#)
- [Advancing Health Equity Toolkit](#)
- [Measuring Health Equity: A Review of Scoring Approaches](#)
- [CMSA DEIB Workforce Prospective Roadmap](#)

