

Case Management Society of America

Supporting the development of care management professionals

Our Mission

Case Management Society of America, through its association of **nearly 11,000 members, 75 local chapters and 11,000 subscribers**, is the leading membership association providing professional collaboration across the health care continuum to advocate for patients' wellbeing and improved health outcomes through:

- **Fostering** Case Management Growth & Development
- **Impacting** Health Care Policy and
- **Providing** Evidence-Based Tools & Resources

Case managers are an integral part of the collaborative team model currently developing in the US which aims to control rising costs while reducing risk.

CMSA's *Standards of Practice for Case Management*

CMSA's *Standards of Practice for Case Management* is a dynamic and timely document which establishes formal written standards of practice from a variety of disciplines. First introduced by CMSA in 1995 and most recently revised in 2010, the *Standards of Practice for Case Management* provides voluntary practice guidelines for the case management industry. The *Standards of Practice* are intended to identify and address important foundational knowledge and skills of the case manager within a spectrum of case management practice settings and specialties.

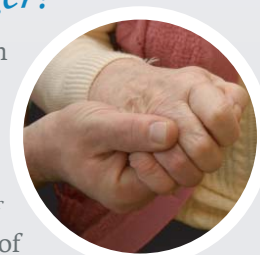
The 2010 Standards reflect many changes in the industry, which resonate with current practice today. Some of these changes include the following:

- Minimizing fragmentation in the health care system
- Using evidence-based guidelines in practice
- Navigating transitions of care
- Incorporating adherence guidelines and other standardized practice tools
- Expanding the interdisciplinary team in planning care for individuals
- And improving patient safety

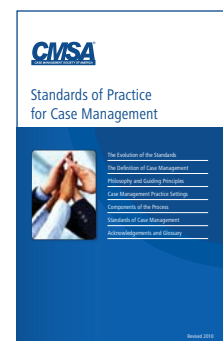
We believe that these are all important factors that case managers need to address in their practices. The 2010 Standards of Practice contain information about case management practice, including definition, practice settings, roles, functions, activities, case management process, philosophy and guiding principles, as well as the standards and how they are demonstrated.

What is a Case Manager?

Case managers are licensed health care professionals providing patient assessment, treatment planning, health care facilitation, and patient advocacy according to the industry's published *Standards of Practice*. Working in a variety of specialties, including health care, mental health care, addictions, long-term care, aging, HIV/AIDS, disabilities, occupational services, child welfare, and immigrant/refugee services, they may be employed within the public, nonprofit, and for-profit sectors.



These professionals pioneer new areas of thought, engage leading-edge research and development, and lead the way towards a future in which every American will understand the valuable services of case management and how to best access those services.

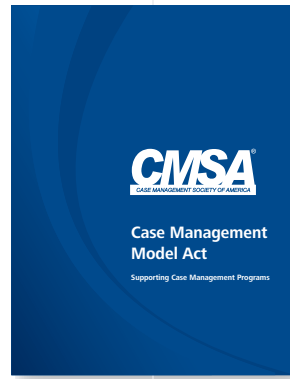


Case Management Model Act

The Case Management Society of America (CMSA) launched the Case Management Model Act in August 2009 setting forth important standards for case management services with key provisions covering Staff Qualifications, Case Management Functions, Authorized Scope of Services, Payment of Services, Training Requirements, Quality Management Programs, and Antifraud & Consumer Protections.

Case management offers a unique and effective way to mobilize resources to promote quality-based and cost-effective outcomes for a wide range of populations, with different health care needs. The Case Management Model Act can be used in a national in scope or to support specific programs that are funded through a variety of sources.

CMSA is well positioned to offer its support to Congress, the White House and other public policymakers as they explore different health care laws.



Download the Full Model Act at:
www.cmsa.org/ModelAct

Case management interventions are used throughout the health care system today as a very effective solution towards the transition of care, coordination of resources, reducing costs and improving clinical outcomes. The Case Management Model Act demonstrates the importance of case managers becoming a fundamental element of health care policy.

Case managers are licensed professionals with the experience to support individuals and their families, providing services that are crucial to saving costs and improving quality in the health care system, especially with the majority of health care dollars being spent on chronic illness. With such a fragmented health care system, case managers provide critical services to help patients and their caregivers navigate, coordinate, and transition through a dynamic approach to better achieve their health care goals.

Case management programs must be sponsored as part of the federal health care reform initiative -- without federal support, case managers will not be able to harness the full power of case management strategies and interventions.

National Transitions of Care Coalition (NTOCC)

National Transitions of Care Coalition (NTOCC) is a coalition of 30 diverse organizations dedicated to providing solutions that improve the quality of health care with better collaboration between providers, patients and caregivers. Transitions of care connotes the scenario of a patient leaving one care setting (i.e. hospital, nursing facilities, assisted living facility, primary care physician, home health, or specialist) and moving to another.

NTOCC is working to promote the following considerations:

- Improve communication during transitions between providers, patients and caregivers;
- Implement electronic medical records that include standardized medication reconciliation elements;
- Establish points of accountability for sending and receiving care, particularly for Hospitalists, SNF Physicians, Primary Care Physicians and Specialists;
- Increase the use of case management and professional care coordination;
- Expand the role of the pharmacist in transitions of care;
- Implement payment systems that align incentives; and
- Development of performance measures to encourage better transitions of care.

NTOCC represents:

- 200,000 Health Care Experts
- 11,000 Employers
- 30 Million Consumers

Learn more at
www.NTOCC.org



Advisory Task Force Members



NTOCC is chaired and coordinated by CMSA in partnership with sanofi-aventis U.S.