Top Ten Trends in Case Management

1. **Demonstrating & Improving Outcomes of Case Management**
   - Proving the value of case management.
   - Quantifying Case Management outcomes and successes by increased use of protocols and algorithms.
   - Increasing focus on upgrading of Standards of Care in case management.
   - Researching the practice to document case management practice.
   - Understanding case management practice -- between same/similar practice setting/organizations and professionals.
   - Program accreditation & certification.

2. **Consumer Directed Trends**
   - The public is becoming more aware of the case manager as a possible source of help with health care coordination. Consumers are "wondering" what the case manager can offer them or their family members.
   - There is more communication to consumers regarding what/who and how to access CM services.
   - Growing Direct to Consumer Case Management.

3. **Chronic Care Management**
   - Disease management/population health has become widely recognized.
   - There is growing eldercare medical management.
   - There is an increasing need to spend more time with patients who require medicine/pharmaceuticals who can't afford them, especially for the growing number of patients with multiple co-morbidities treated by an ever growing number of medications including counseling patients who are influenced by pharmaceutical direct to consumer advertising.

4. **Education**
   - Increasing web based case management continuing education.
   - Developing in-house case management training due to lack of experienced case managers.
   - Increasing demand for continuing education to maintain certification.
   - Increasing difficulty in finding time for and resources to support case management education.
   - Clinical ladders continuing education of staff.
   - There is a growing number of advanced degree programs in case management setting a higher expectation for the profession.
   - Developing interventions targeted at measuring and increasing a client's readiness to change.
   - Development of HIPAA compliance programs.

5. **CM/Physician Relationship**
   - Increased acceptance by physicians of the case manager role.
   - Recognition of the successful triad of physician/case manager/consumer.
   - Integration with the healthcare team -- so we are working as a team.

6. **Increasing attention to cultural and linguistic competency**
   - Increased demand for culturally diverse case managers.
   - Increased demand for educational resources to support learning about cultural diversity and its application to case management.
7. Legal & Ethical Issues Grow in Concern for Case Managers
   - CM and Ethics
     Ethical issues grow for case managers with the blending of roles in managed care.
     There is a growing interest in the legal and ethical issues relating to CM practice -- how to understand the issues, how to analyze and avoid legal and ethical pitfalls.

8. Increasing CM Legislation, Rules and Regs
   - The impact of HIPAA and other federal regulations on case management is increasing.
   - There is a growing body of state legislation, rules and regulations governing case management.
   - There seems to be a decrease in programs for Medicare managed care resulting in a more Medicare patients without the benefit of case management services.

9. Shifting Case Management Roles and Job Functions
   - Increased interest in the function of case management
   - Use of Case Management Software
   - Creation of career ladders within case management departments (based on CM competency)
   - Increased "need" for certification of case managers and accreditation of case management programs
   - The case manager increasingly addresses medical errors and patient safety concerns
   - A renewed trend of job consolidation of Utilization Review, Discharge Planning and Case Management into one department.
   - ER Coverage of Emergency Departments by persons trained in Discharge Planning/Case Management.
   - More persons in non-acute settings taking on title of 'Case Management' (ex. Home Health & SNF)
   - Focus on Worker's Compensation program as an area that can benefit greatly from case management.
   - Refocus on function of 'discharge planning' with an emphasis on the multiple regulations (ex. Social Security Act, EMTALA, Stark II, HIPAA, BBA/BBRA/BIPA) as a function that requires experience and training.
   - Decrease in the use of 'critical pathways' in favor of a more streamlined 'evidence based practice' tools that identify expected outcomes not tied to a sequential plan of care.
   - Technology that integrates all aspects of healthcare

10. Growing need for more case managers
    - Recruitment of qualified case management personnel is intensifying.
    - Many nurses are attracted to case management as a favorable career path.
    - The growing diversity of America creates a need for culturally diverse case managers.
    - The aging of America and the Baby Boomers create a need for medically complex care and chronic disease management for the elderly.

Note: This document was developed by the 2002-2003 CMSA Board of Directors.