

CASE MANAGEMENT: CONSULTING

A CASE STUDY



OVERVIEW

This case study examines the impact of a redesigned training program for Case Managers, focusing on the principle of "Empowered to Empower." The initiative aimed to equip case managers with skills, knowledge, and confidence, enabling them to better support their clients and foster self-sufficiency, integrated case management services and improve client engagement. A CBO identified a gap in the effectiveness of its case management services. Challenges included, varying staff skill levels, rapidly changing program needs, and staff burnout.

OBJECTIVES

- **Raise Awareness:** To elevate the understanding of case management models and skills.
- **Increase Effectiveness:** To improve the efficiency and effectiveness of care coordination operations and healthcare delivery systems.
- **Facilitate Staff Development:** To provide targeted training to Case Managers.
- **Encourage Skill Development:** To foster the development of superior communication, case management, and client engagement skills.

APPROACH

- **Customized Curriculum**
- **Skill-Based Workshops**
- **Emphasis on Self-Care**
- **Resource Optimization & Strategic Planning**

RESULT

- **Increased Awareness:**
of understanding of the value of integrated case management approach
- **Improved Communication & Client Engagement:**
leading to more effective client engagement
- **Improved Employee Satisfaction**
Staff reported feeling more supported and that they had better tools to do their jobs.

CONCLUSION

This case study demonstrates that comprehensive case management training that focuses on foundational principles, the importance of healthcare integration, and communication, is crucial for effective case management and improving patient outcomes. Trainings empower professionals to deliver client-centered care, optimize resources, and improve client engagement.



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