

# 2020 Case Management Salary and Trends Survey

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SPECIAL REPORT

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# A NOTE FROM OUR CEO



## **Welcome to The Case Management Institute's 2020 Salary and Trends Survey!**

This year's survey is an exciting milestone for us.

Now in its third year, we are able to compare this year's responses to the previous surveys and get a view of trends over the past few years. The survey continues to build a clear picture of the profession and provides a fascinating preview of future trends in the area of case management and care coordination.

Thank you to everyone who responded. Without your input, this instrumental report would not be possible. And a great big thank you to Anne Llewellyn for organizing and compiling this important information.

Since its inception, one of the key objectives of the Case Management Institute has been to raise awareness of the profession of case management and to develop the case management workforce. With unemployment in the United States at a near 50-year low, employers need to find novel ways to attract new employees and keep their current workforce engaged.

Our belief is that the information found in this report will give employers the information they need to do just that. It is also a useful tool to gauge their organization's performance against others in the industry and to find inspiration for nontraditional ways to attract and retain employees.

For employees and those interested in entering the profession, this report gives valuable insight into the opportunities available to them. A significant percentage of respondents are acknowledging an increase in roles and responsibilities. This will require the need for professional case managers to acquire new skills and reflects the importance of training, both at the start and throughout our careers as Value Based is integrated into every sector of the US healthcare system.

I would also like to thank Catherine Mullahy for her insights on the trends that case managers will see in a value based healthcare system. Her words continue to be visionary, but are also critical for the practice to adhere.

Satisfaction continues to be high in the profession with a large majority of respondents reporting they are satisfied in their current role. We look to the future with the knowledge that there will be an increased demand for a skilled and professional workforce. This strong satisfaction rate will attract highly qualified people into the profession as this, along with the other survey findings, show the benefits of being part of such a thriving profession are evident.

As you review the findings in this report, take time to stop and reflect on both where you, as well as how your organization, measures in the various areas of the survey. Take note of areas of opportunity for growth and celebrate areas where you are excelling.

**Deanna Cooper Gillingham RN, CCM**

CEO, Case Management Institute®  
[www.casemanagementinstitute.com](http://www.casemanagementinstitute.com)



## **2020 Case Management Institute's Salary and Trends Survey**

The 2020 Case Management Salary and Trends Survey provides a visual snapshot of the essential insights about professional case management and care coordination. The purpose of the report is to provide insight into the practice of case management and the professionals who make up that practice.

With stakeholders focused on case management as a method to improve the delivery of care and contain escalating healthcare costs, it is more important than ever to reflect individually and in the aggregate to know where we are, what we are doing well, and where we need to improve. This report shares information on the current practice, the outcomes achieved, and the challenges the practice faces.

The report packages information in a format that can be shared with boards of directors, organizational leaders, employers, clients, consumers and members of your team to better understand who case managers are and the value they bring to the broad healthcare system.

As value based healthcare continues to impact reimbursement, professional case managers roles will change and expectations will be heightened. Professional case managers will need to document the outcomes they achieve and the value they bring to patients, families and the healthcare team.

Today, patients and their families need an advocate as they navigate through the complex healthcare system so they can be active members in their health and healthcare. Professional case managers are in place to educate and empower. Case managers need to educate and empower people to use their voices to share their wishes and participate in their plan of care.

Case managers are charged with finding the resources they need to meet their individual needs. Due to the disruption taking place throughout the broad healthcare system, this activity has become more and more challenging. To be successful, they will need to work up to the full potential of their licenses and certification to be able to meet their diverse needs.

We hope you will use this report as a baseline to gauge how your organization is performing and talk about ways that you can improve. For individuals, you can use this information as you look at your own practice and where you want to go. Today, your expertise and services are needed more than ever.

Thank you in advance for reviewing the 2020 Case Management Salary and Trends Survey. We hope it is helpful. If you have comments or suggestions for areas you would like to see covered in the 2022 Report, Please email your comments to [support@casemanagementinstitute.com](mailto:support@casemanagementinstitute.com)

**Anne Llewellyn**

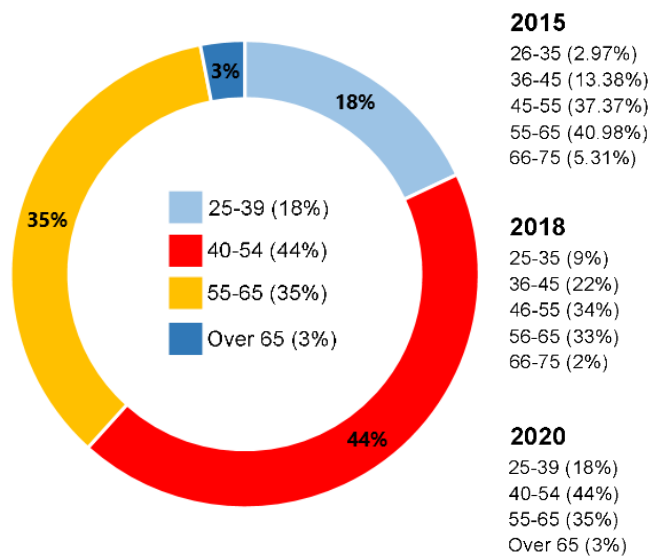
MS, BHSA, RN-BC, CCM, CRRN  
Nurse Advocate

# DEMOGRAPHICS

## AGE

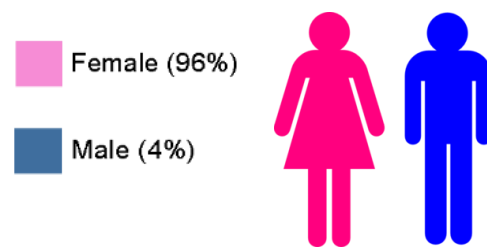
Case managers are getting younger!

Looking over the results of Case Management Surveys from 2015 and 2018, we can see that in the age group of 25-39 has grown. In 2015 the number was 2.97%. In 2018, the number was 9% and in 2020 the number was 18%.



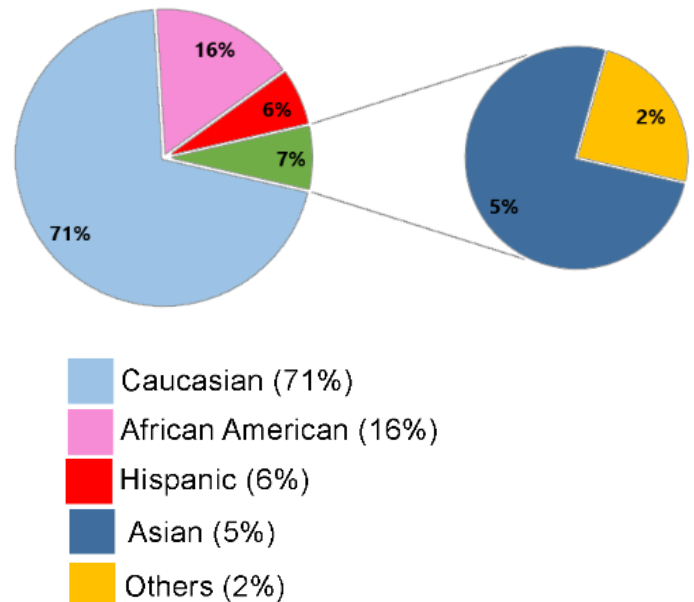
## GENDER

The practice of case management continues to be made up of mostly females (96%); only 4% of respondents were men. We look for more diversity in this area going forward.



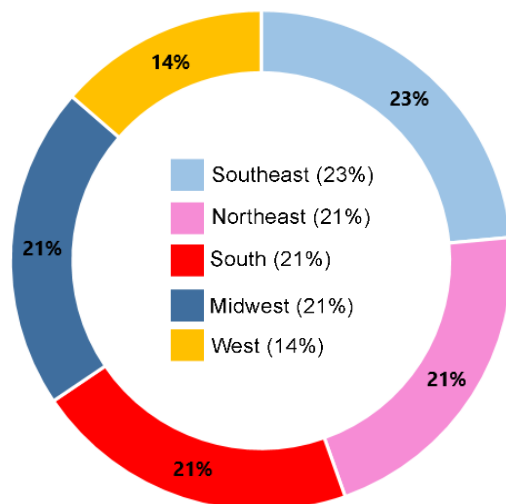
## ETHNICITY

The profession of case management has work to do in this area to achieve better diversity. As we look to the next generation of case managers look for these stats to change.



## REGION

Case Managers work throughout the United States.



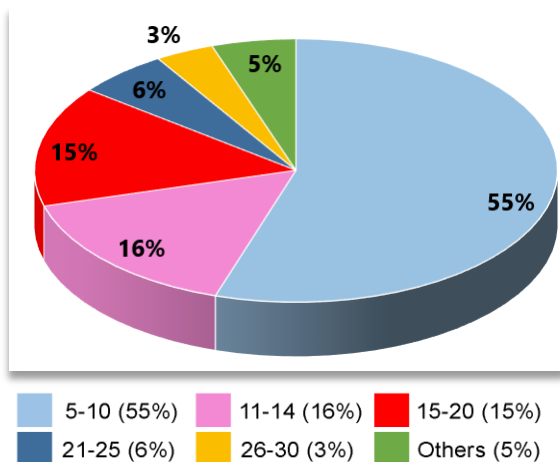
# EXPERIENCE

Experience in Case Management shows that new professionals are entering the field. In past surveys we saw the 5-10 year category significantly lower. This is good news as overall the profession is aging and having new professionals entering the profession allows for those retiring to be replaced.

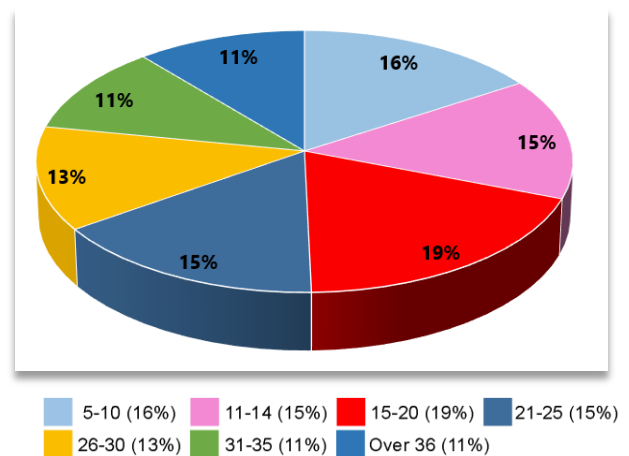
Case Managers bring a wealth of experience in healthcare. They are also achieving advanced education. It will be interesting to watch this trend continue to grow as advanced education enables professional case managers to grow as the industry changes.

Nursing remains the largest professional discipline making up the practice of case management.

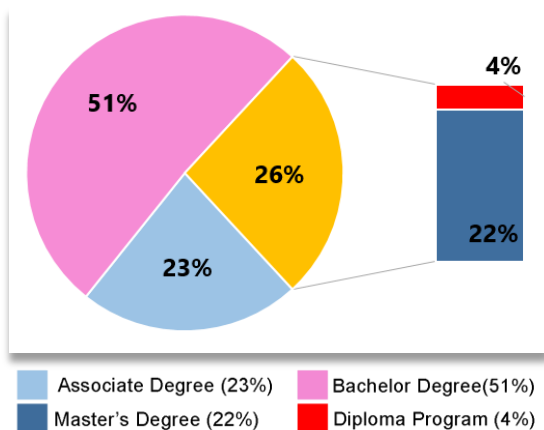
**EXPERIENCE IN CASE MANAGEMENT**



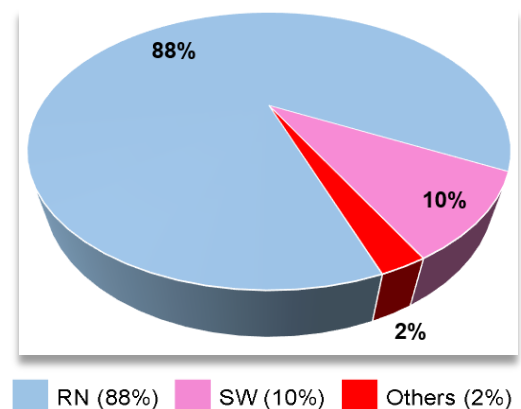
**EXPERIENCE IN HEALTHCARE**



**EDUCATION LEVEL**



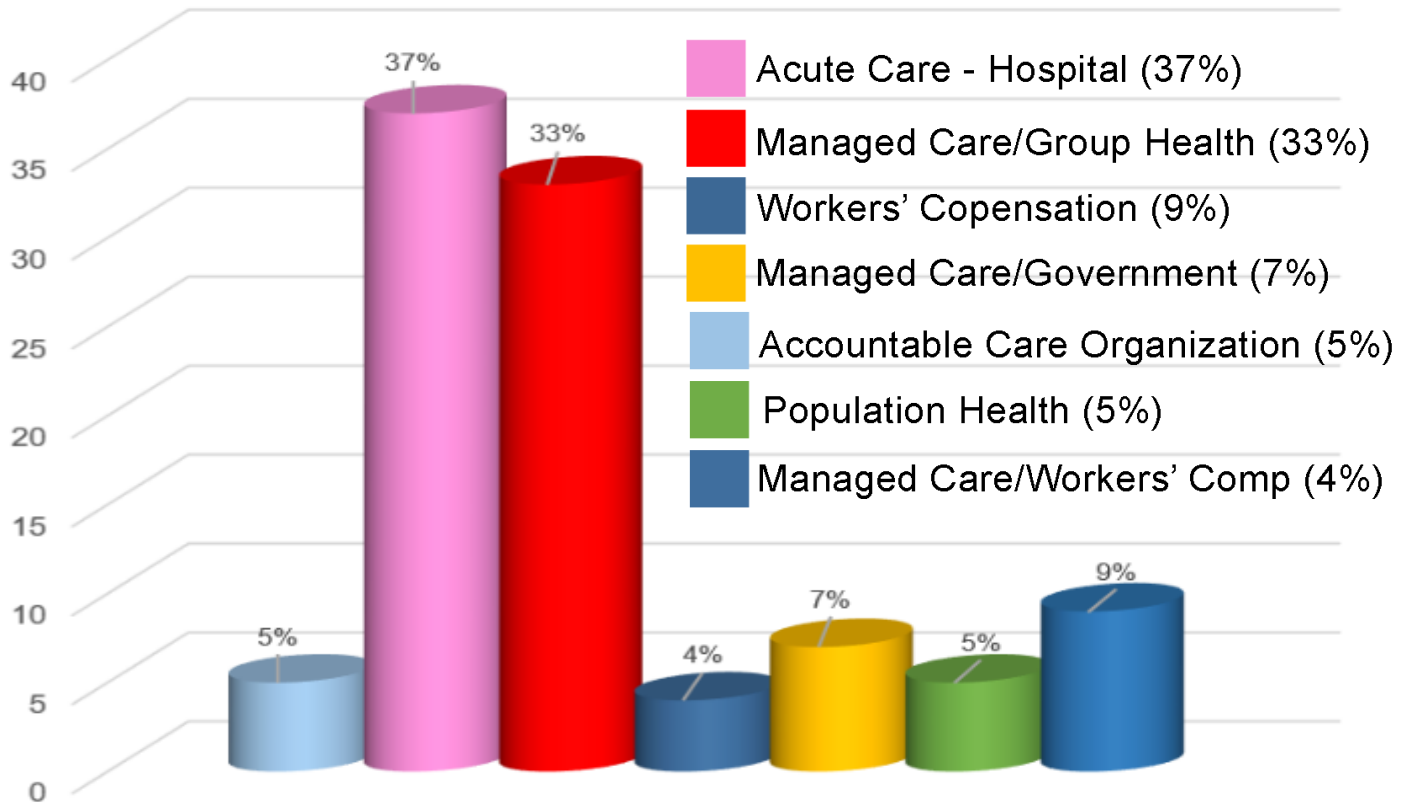
**PROFESSIONAL DISCIPLINE**



# CURRENT JOB

## WORK SETTING

The Work Setting graph shows that professional case managers are found in every sector of the healthcare system.



WORK SETTING	
Acute Care (Hospital)	37
Managed Care/Group Health	33
Physician Practice	16
Acute Rehabilitation	15
Veterans Administration	15
Community Health Center	14
Medical Home	13
Call Center	11
Worker's Compensation	9
Acute Outpatient Clinic	9
Managed Care Government	7
Behavioral Health Managed Care	7
Department of Defense	6
Independent Practice	6
Managed Care, Military	6
Military Healthcare Clinic	6

Accountable Care Organization	5
Population Health	5
Wellness Program	5
Managed Care/Workers Comp	4
Behavioral Health Outpatient	4
Disability Management	4
Acute Military Treatment Facility	3
Long Term Care-Skilled Care	3
Long-Term Care, Specialty Center	3
Care Management	2
Long-Term Care, Geriatric Care Center	2
Quality Management	2
Brain Injury Rehabilitation	1
Commercial Health Insurance	1
Behavioral Health Acute Care	1

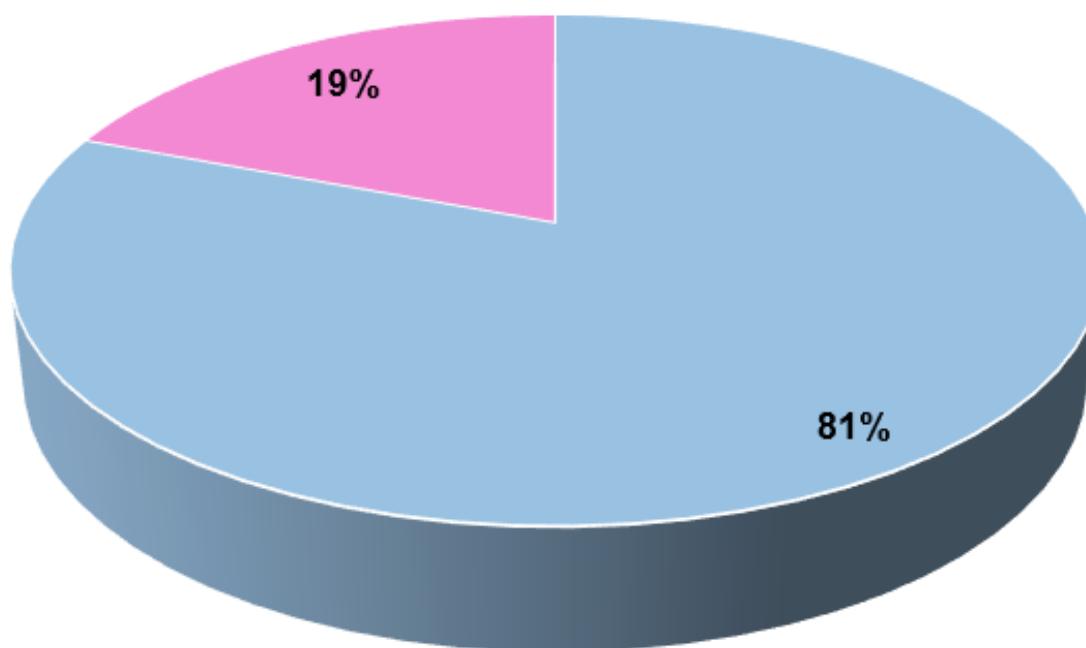


# CURRENT JOB

## ROLE IN YOUR ORGANIZATION

The various charts on this page show that most professionals responding to this survey were case/care managers at 81%. The other 19% came from various roles. Regardless of your role, please let us know how this survey met your needs. What other metrics would you like to know? Send us an email with your ideas so we can include in future surveys. Send an email to [support@casemanagementinstitute.com](mailto:support@casemanagementinstitute.com)

ROLE IN YOUR ORGANIZATION	
Case/Care Manager	748
Social Worker	36
Director of Case/Care Management	31
Director of Quality	31
Senior Case Manager	23
Disease Manager/Supervisor	20
Quality Management	8
Founder	5
Supervisor	5
Assistant Director	4
Denials/Appeals Manager	4
CEO/President	3
Education	3
Patient Advocate	3
Vice President	2

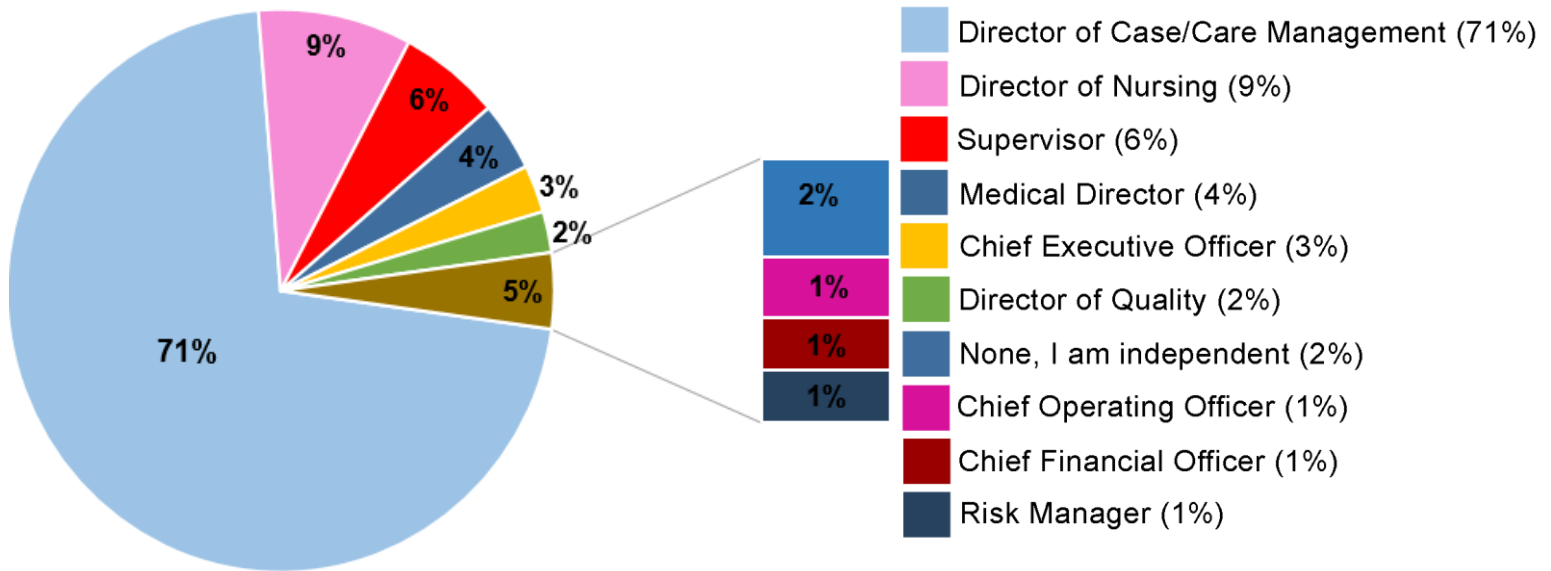


Case/Care Manager (81%) Others (19%)

# CURRENT JOB

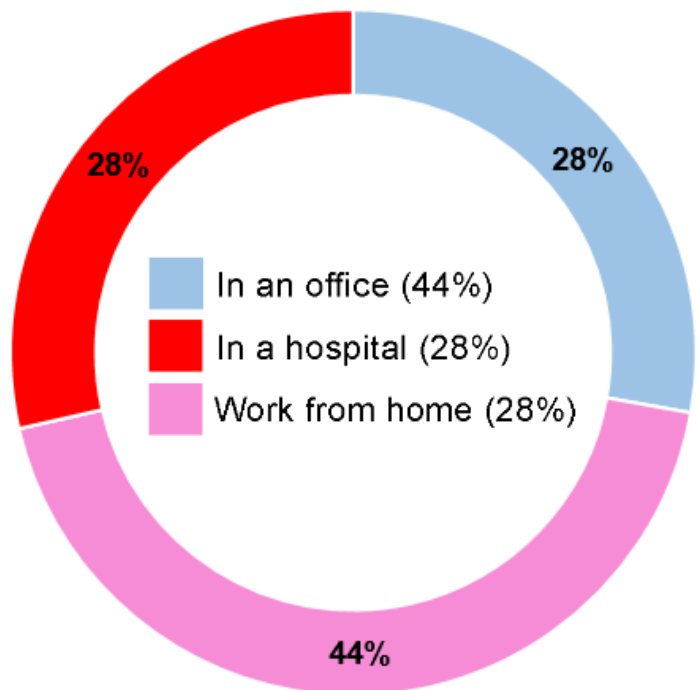
## WHOM DO YOU REPORT TO?

Case managers report to a variety of positions. It would be interesting to do a study to determine who is the ideal person/position to report to.



## WHERE DO YOU WORK?

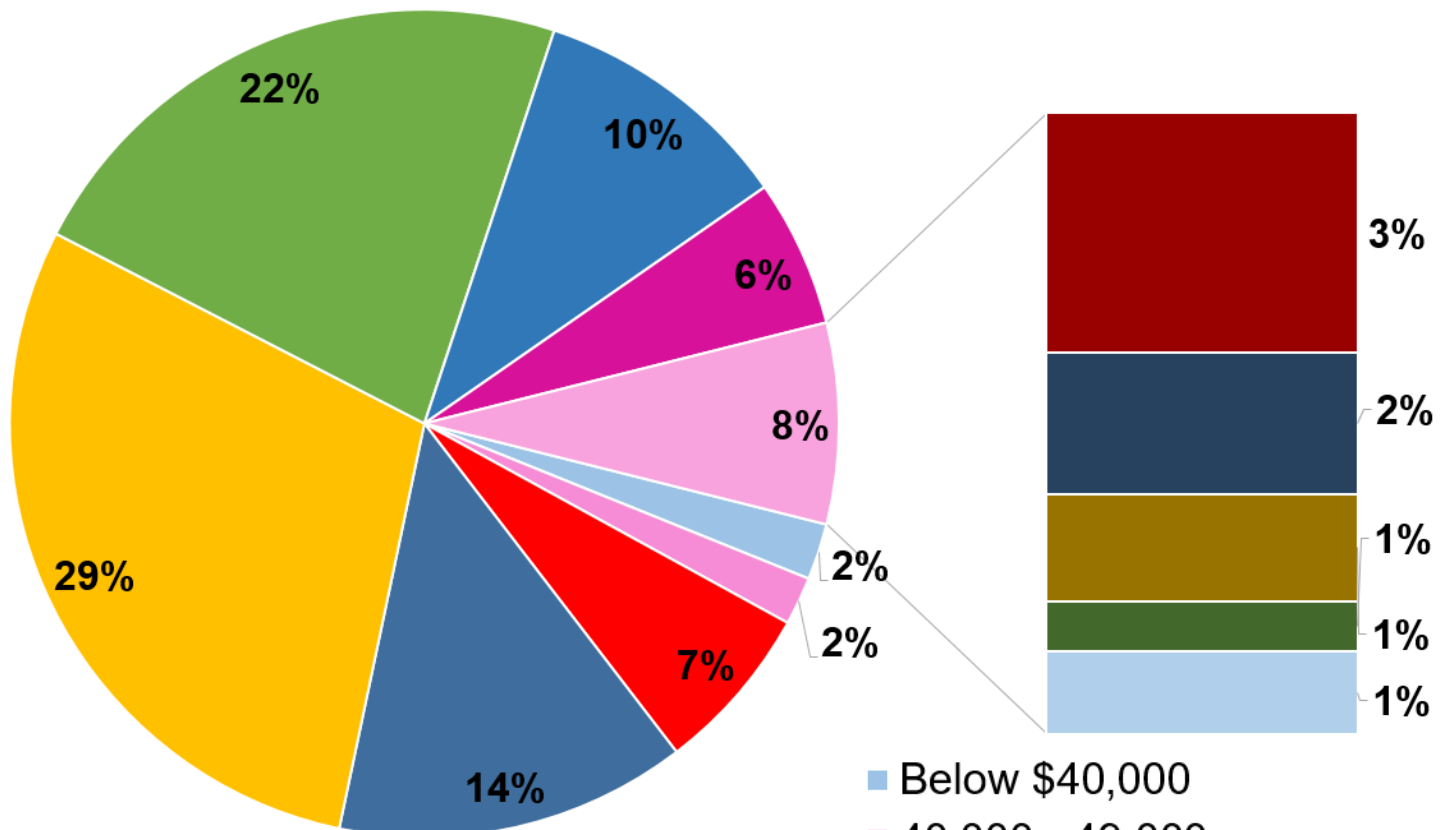
We are seeing an increased number of professional case managers who work from home. This trend poses pros and cons. What pros do you see in working from home? What cons? Email us at [Support@CaseManagementInstitute.com](mailto:Support@CaseManagementInstitute.com) to share your answer. We would like to do a story on the move away from the traditional work environment in the future and knowing the pros/cons would be helpful.



# CURRENT JOB

## CURRENT BASE SALARY

Salaries are moving upward for case management professionals. This statistic demonstrates that professional case managers are essential members of today's healthcare team!

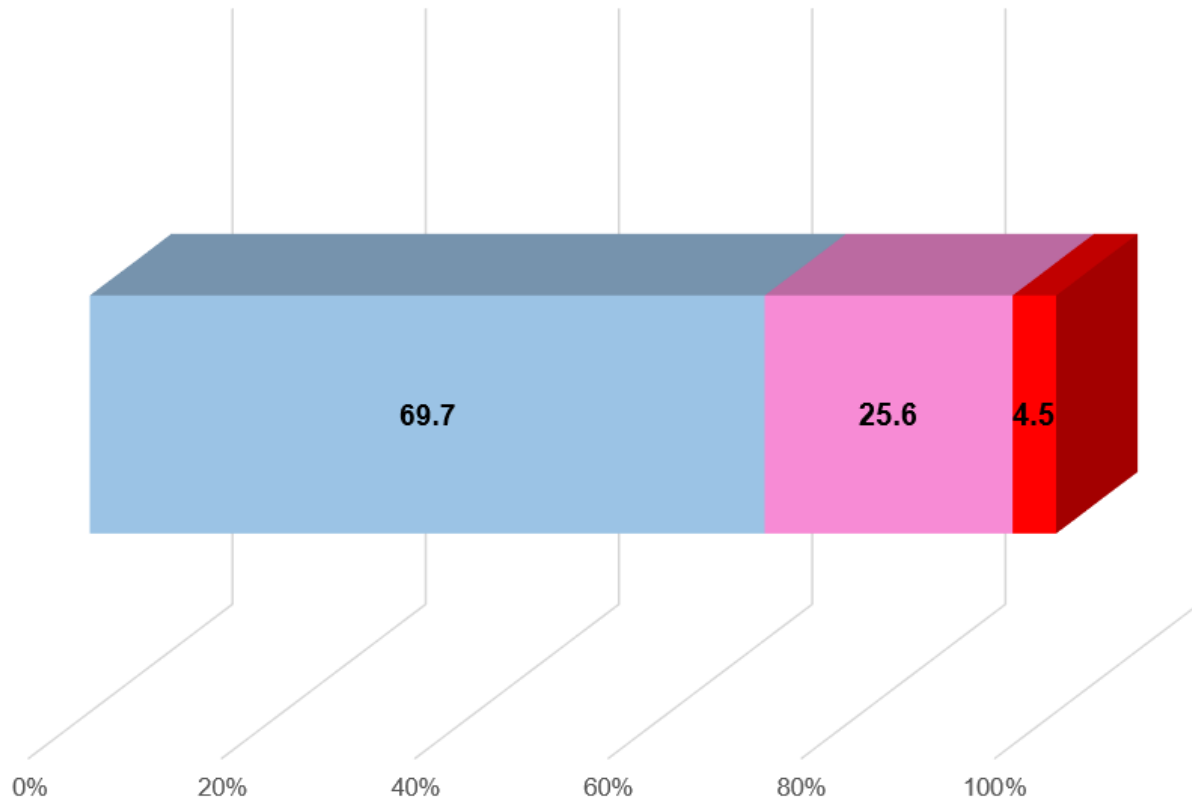


CURRENT BASE SALARY	
Below \$40,000	2%
40,000-49,000	2%
50,000-59,000	7%
60,000-69,000	14%
70,000-79,000	29%
80,000-89,000	22%
90,000-90,999	10%
100,000-109,000	6%
110,000 - 119,999	3%
120,000 - 129,000	2%
130,000-139,000	1%
140,000-149,000	1%
Over 150,000	1%

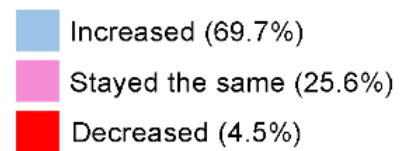
- Below \$40,000
- 40,000 - 49,000
- 50,000 - 59,000
- 60,000 - 69,000
- 70,000 - 79,000
- 80,000 - 89,000
- 90,000 - 90,999
- 100,000 - 109,000
- 110,000 - 119,999
- 120,000 - 129,000
- 130,000 - 139,000
- 140,000 - 149,000
- Over 150,000

# CURRENT JOB

COMPARED TO 12 MONTHS AGO HAS YOUR BASE SALARY:



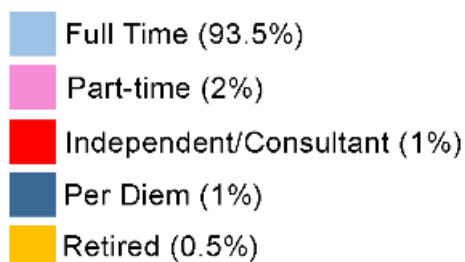
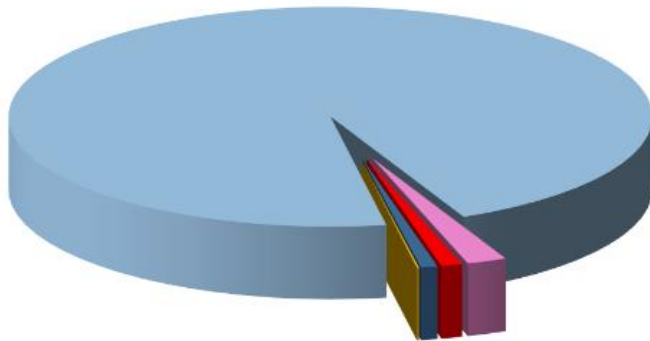
This chart shows that majority of case managers salaries increased.



# CURRENT JOB

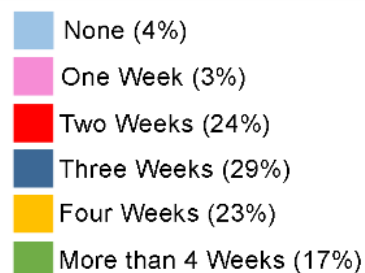
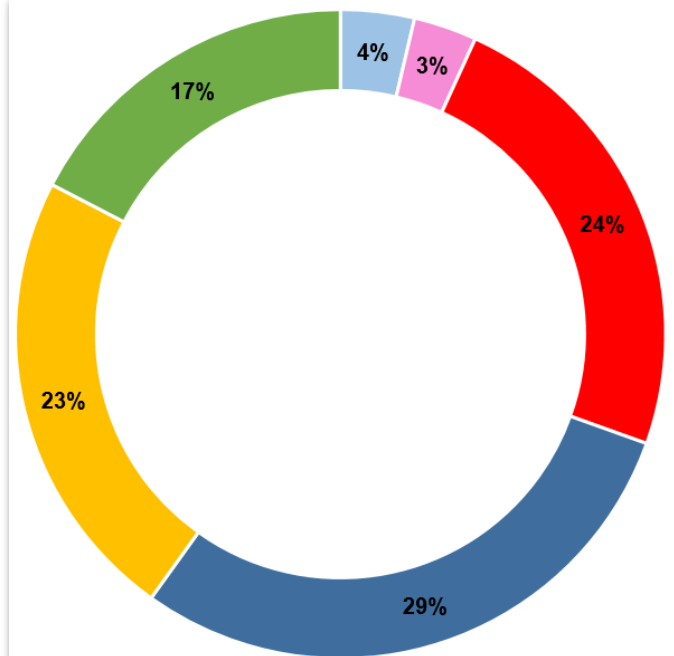
## WORK HOURS

Most case managers are working full time. I would look for this statistic to change in the future as more and more consumers look for professionals to help them navigate healthcare by hiring independent case managers and professional patient advocates. Many seasoned professionals realize they can work independently with patients, their families, and other stakeholders. As a result the normal 9-5 work day will change to meet the needs of their clients.

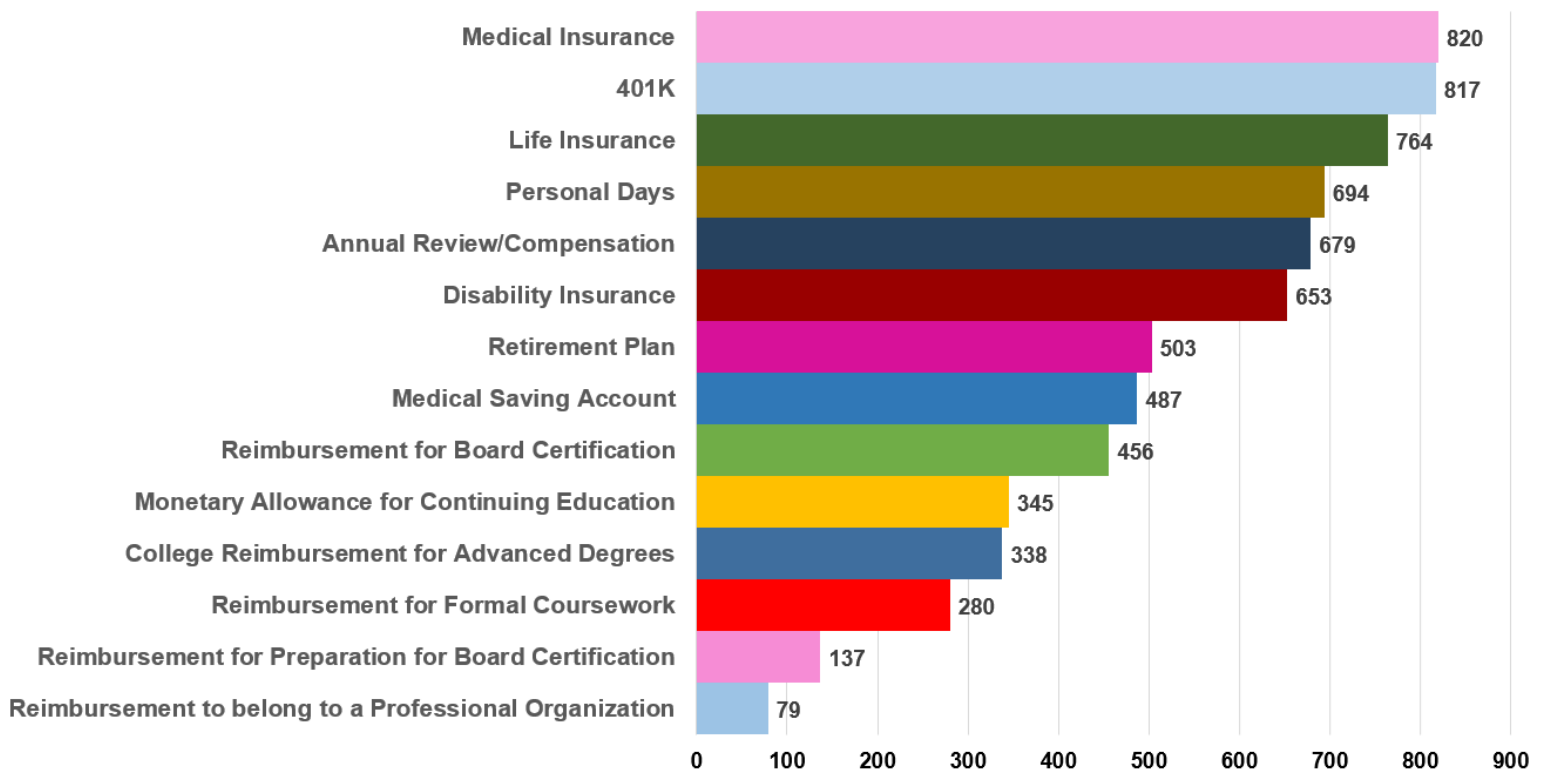


## ARE PROFESSIONAL CASE MANAGERS TAKING THEIR VACATIONS AND USING THE TIME TO REST AND RECHARGE?

The amount of vacation time seems to vary for professional case managers with the majority getting between 3-4 weeks. Question: Is this enough time for you to recharge?



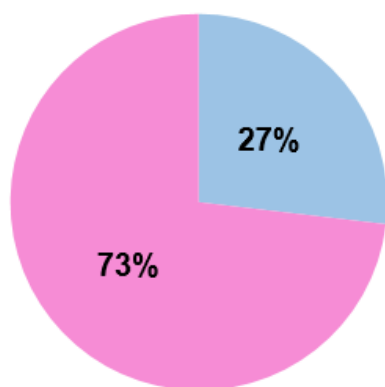
## BENEFITS AND PROFESSIONAL DEVELOPMENT



This chart shows there is a wide range of benefits professional case managers receive from their employers.

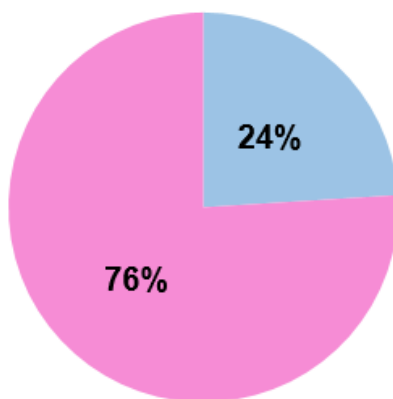
# CURRENT JOB

## DO YOU WORK ON WEEKENDS?



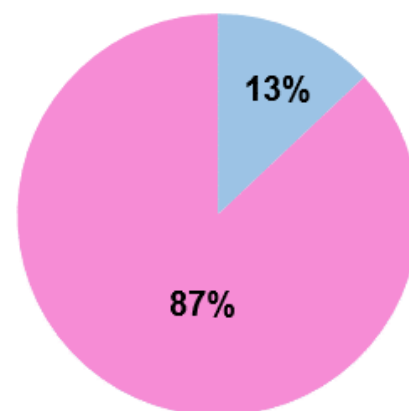
YES (23%) NO (77%)

## DO YOU WORK ON HOLIDAYS?



YES (24%) NO (76%)

## DO YOU WORK OVERTIME?



YES (13%) NO (87%)

	2015	2018	2020
YES	28%	27%	23%
NO	72%	73%	77%

	2015	2018	2020
YES	24%	27%	24%
NO	75%	73%	76%

	2015	2018	2020
YES	48%	31%	13%
NO	52%	69%	87%

Graph 1 shows that a majority of case managers work Monday - Friday!

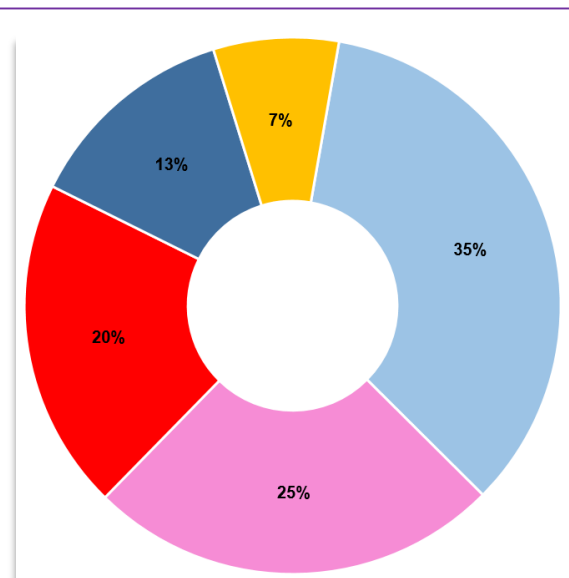
Graph 2 shows that most case managers don't work holidays. Looking back over past surveys, there is a slight increase in the percentage of case managers working holidays.

Graph 3 shows that professional case managers are not required to work overtime. This statistic could be interpreted in a few ways. One, is that case managers are not required or paid to work overtime, so if they stay longer they are not paid extra. Each department will need to look at this as working longer hours with or without pay can increase the chance of burnout.

# CURRENT JOB

## OVERTIME HOURS PER WEEK REQUIRED

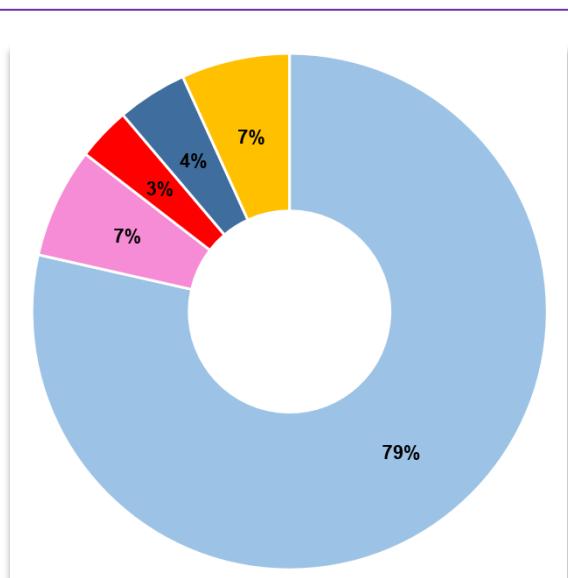
As noted on this chart, case managers who are working overtime do so to meet the demands of their jobs. Overtime can cause burnout. Each case manager needs to look at their work and ask “Why am I working overtime? Am I efficient in my work? Can I handle my current assignments? Are the demands of my patients more than I can handle during my shift?” These are important questions you should be asking to avoid burnout.



- Less than 1 Hour (35%)
- 1-3 Hours (25%)
- 4-6 Hours (20%)
- 7-10 Hours (13%)
- More Than 10 Hours (7%)

## WORK SHIFTS

Most case managers are working eight hour shifts. It will be interesting to see if this statistic changes over time as patient demands and bed shortages grow.

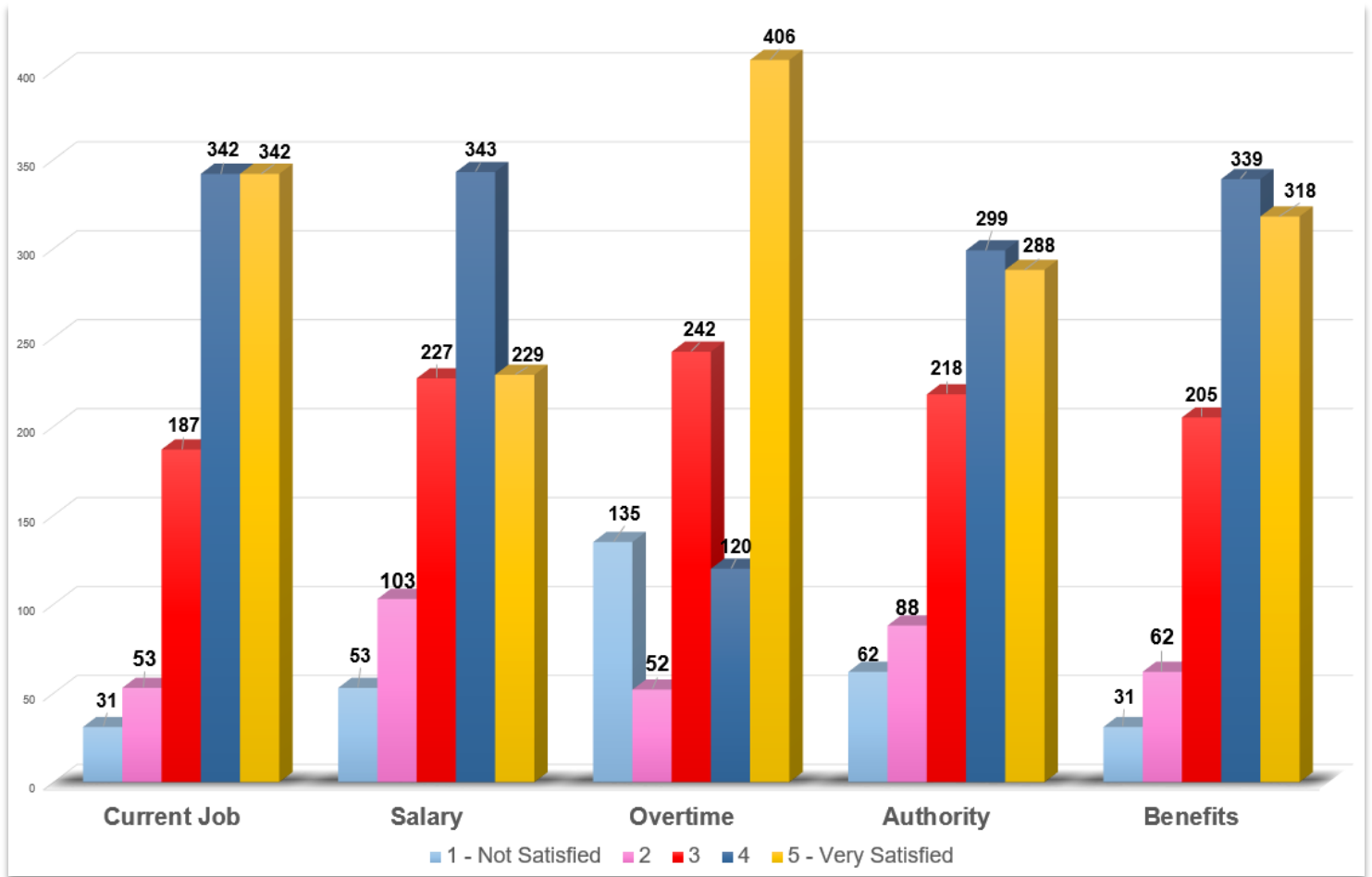


- 8 Hours (79%)
- 10 Hours (7%)
- 12 Hours (3%)
- Flexible (4%)
- Varies (7%)



# WORK SETTING

ON A SCALE OF 1-5 HOW SATISFIED ARE YOU WITH:



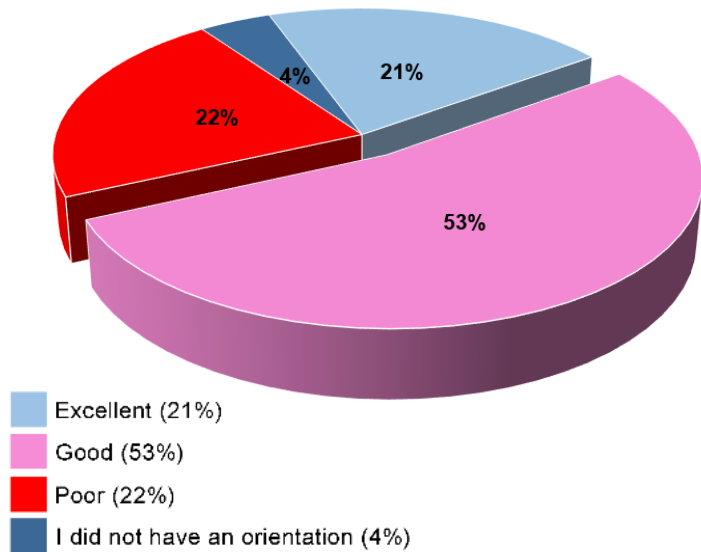
This chart shows that overall professional case managers are generally satisfied with their current environment.

# WORK SETTING

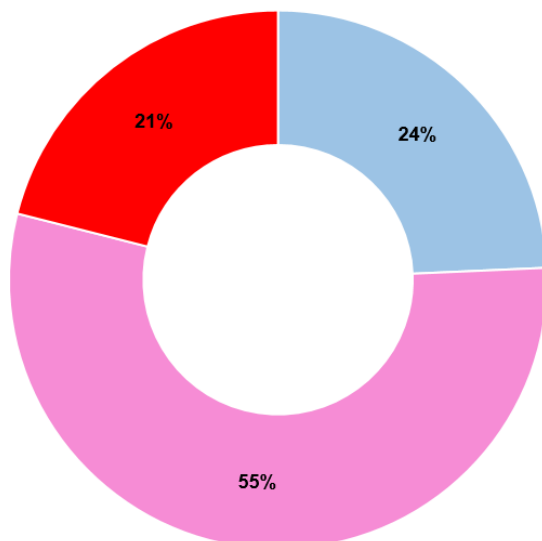
## HOW WOULD YOU RATE THE ORIENTATION AND TRAINING YOU RECEIVED AS A NEW HIRE?

The good news is that 74% reported their orientation was excellent or good.

On the flip side, 22% of respondents felt their orientation was poor. Supervisors and managers need to look at their programs so they can make sure new hires are ready to practice on their own.

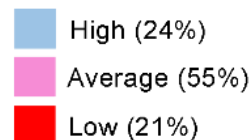


**Need help with case management training for your organization? Check out CMI's Foundations of Case Management Course!**



## TURNOVER RATE

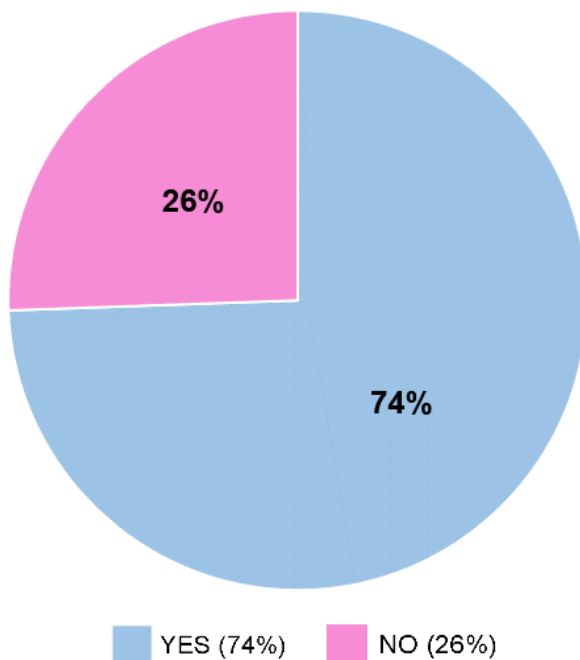
With a combined turnover rate of 79%, all should be alarmed. Employers must look at their own organization to see how your turnover rates compare. If they are high, how can you lower them? If you have low turnover rates, what do you contribute your success to?



# WORK SETTING

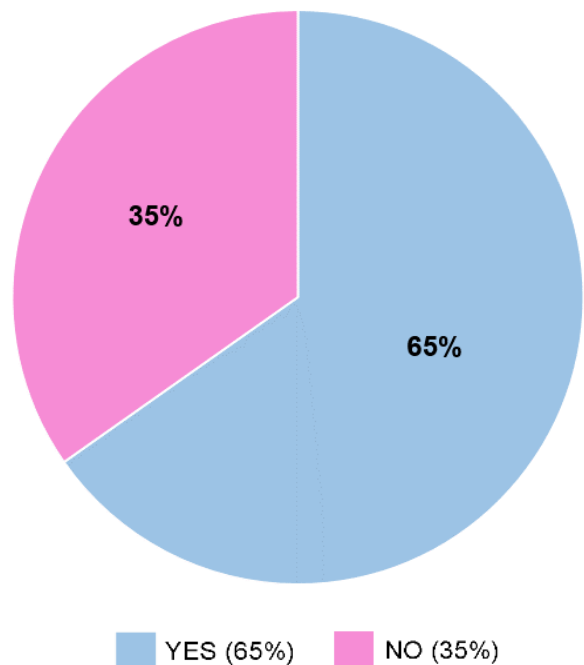
## DOES YOUR ORGANIZATION OFFER PROFESSIONAL CASE MANAGERS A CAREER LADDER?

74% responded that their employers offer a career ladder. A career ladder helps you to plan your career path. It helps you evaluate how you are doing in achieving your goals. If you have not started a document that helps you lay out your goals for your career, check with your employer to start today!



## IF YES, HAVE YOU TAKEN ADVANTAGE OF IT?

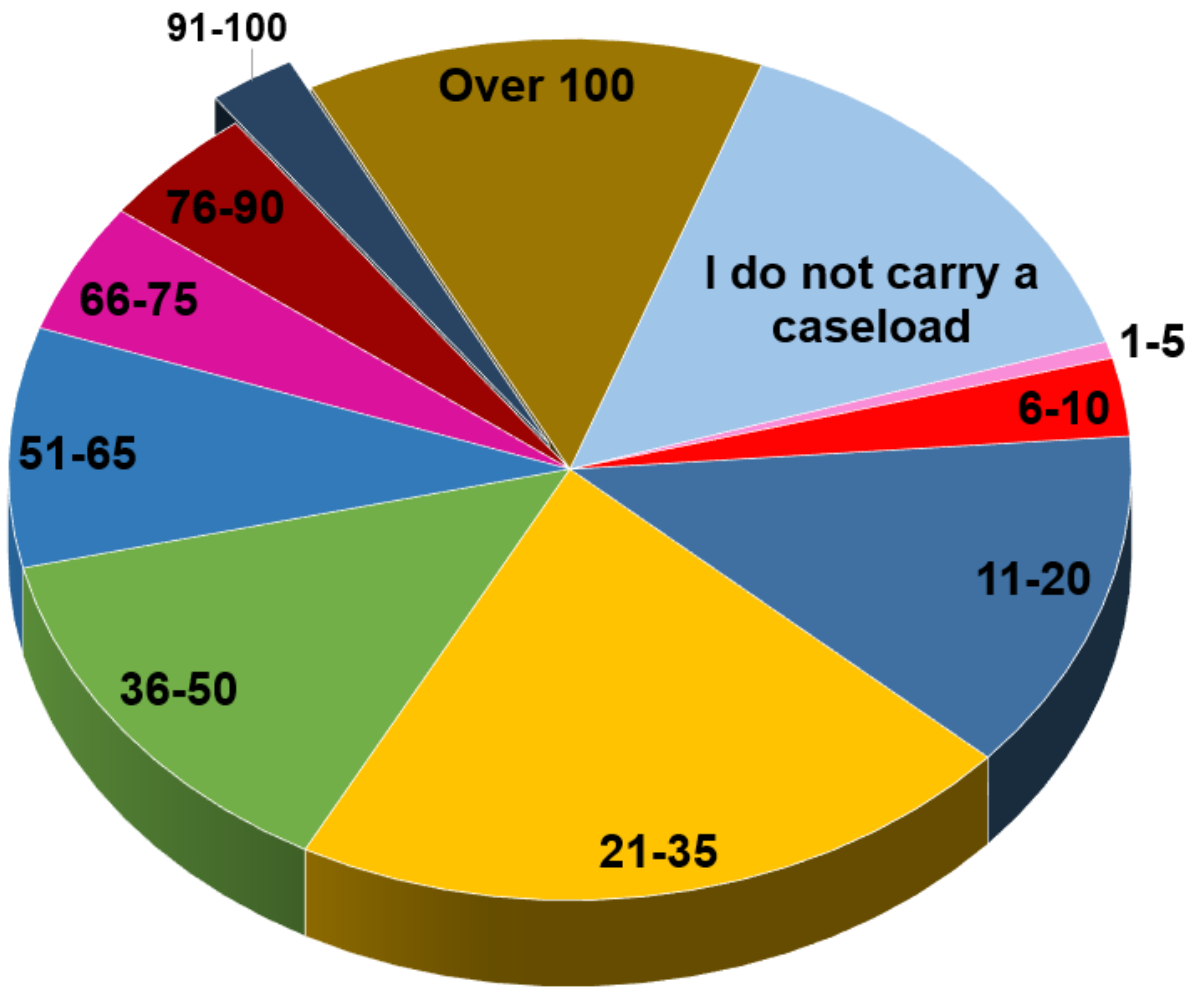
65% of respondents said they have taken advantage of the career ladder in their organization. For the 35% of those who said no, why not?



**Looking for inspiration on growing your career?  
Check out our Facebook Group 'Case  
Managers Community'. There you will find  
support and inspiration to grow in your career.**

# WORK SETTING

TYPICAL CASELOAD



TYPICAL CASELOAD

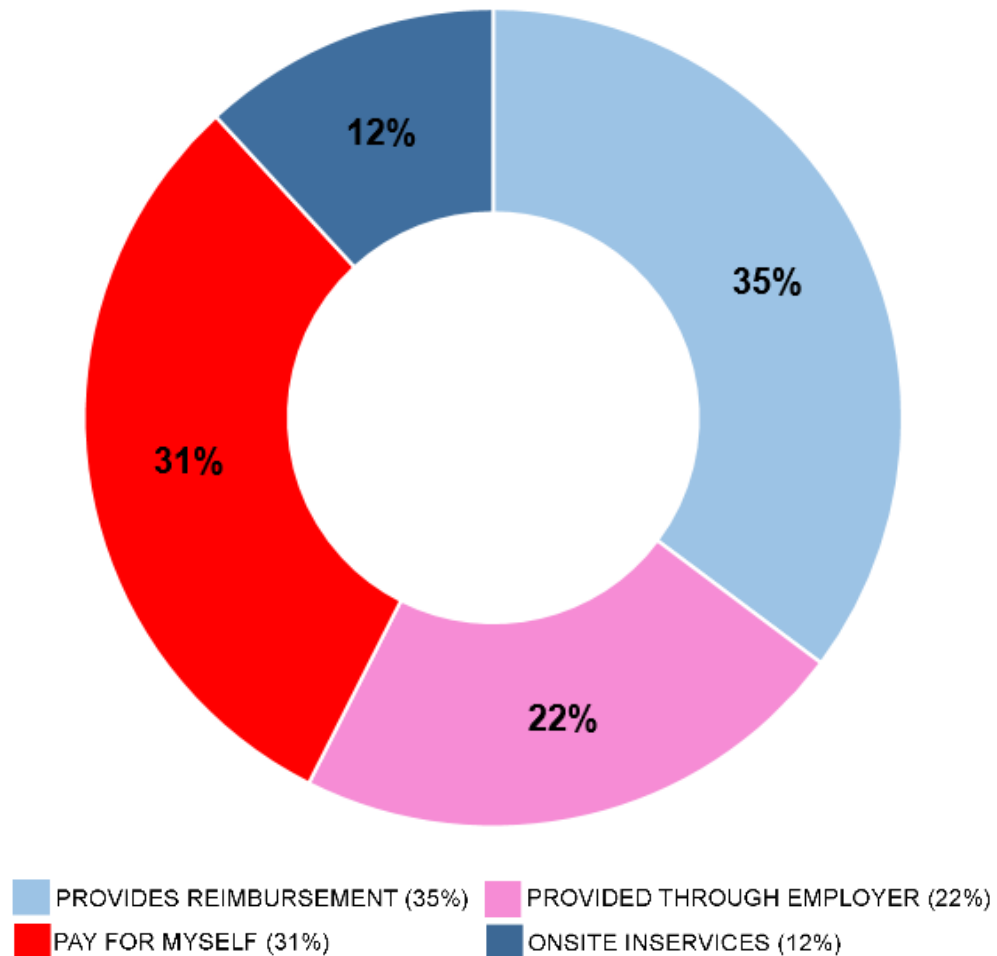
I do not carry a caseload	15%
1- 5	1%
6-10	3%
11-20	13%
21-35	21%
36-50	13%
51-65	9%
66-75	5%
76-90	5%
91-100	2%
Over 100	13%

What is the appropriate caseload for case managers? This is a question that is commonly asked by many. Our survey shows that 21% of case managers report having between 50 – 100.

A good way to address this dilemma is to ask: Is your team meeting the metrics that have been set? If you answer no, high caseloads may be the cause.

# WORK SETTING

**DOES YOUR EMPLOYER PROVIDE YOU WITH RESOURCES FOR PROFESSIONAL DEVELOPMENT ACTIVITIES?**

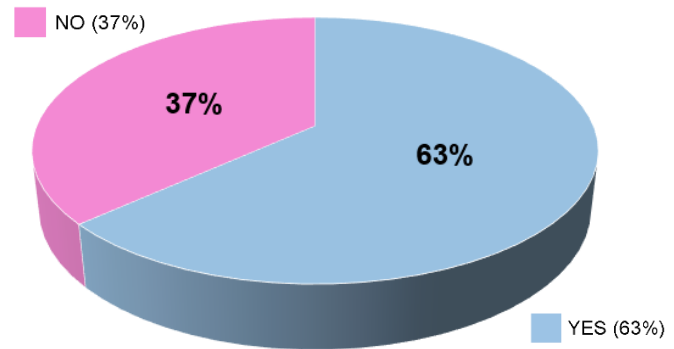


This graphic shows that 69% of employers are reimbursing professional case managers for professional development activities or having these activities onsite. It is refreshing to see that 31 % of professional case managers are paying for their own professional development activities. Self-payment for professional development activities are expected to increase as reimbursement from employers tightens across the board due to tightening budgets.

# CERTIFICATION INFORMATION

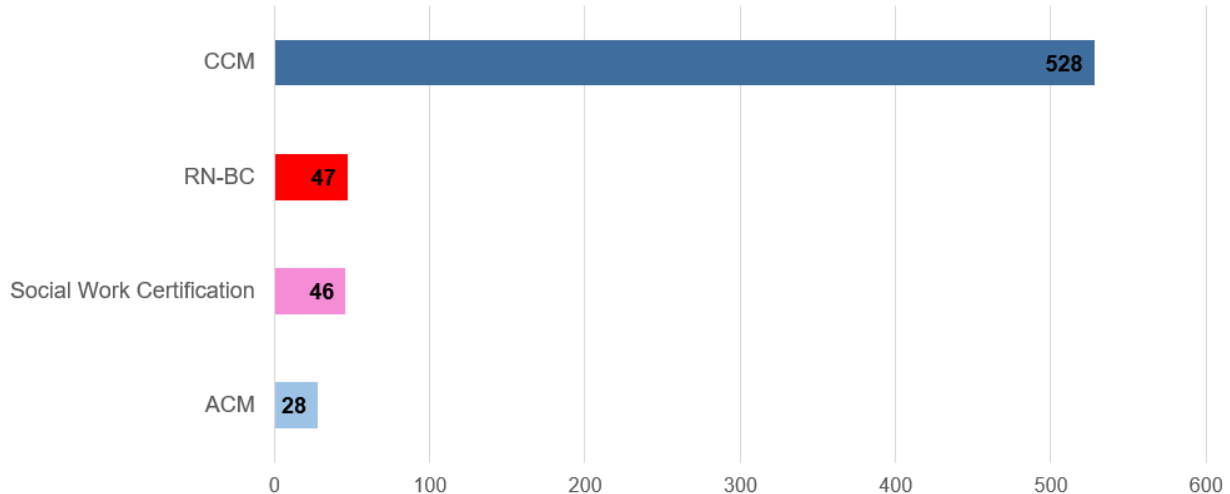
## DO YOU HOLD A NATIONAL CERTIFICATION?

63% of case management professionals stepped up to achieve a national case management certification.



## WHAT CERTIFICATIONS DO YOU HOLD?

The CCM credential continues to be the most popular case management certification among respondents.

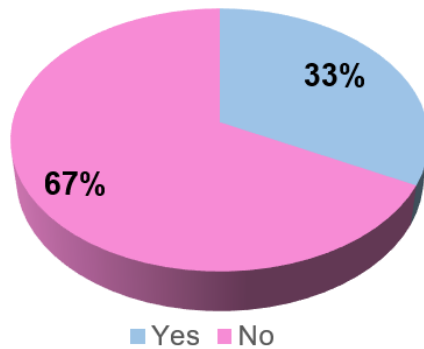


CERTIFICATION		
ACM	28	4%
Social Work Certification	46	7%
RN-BC	47	7%
CCM	528	82%

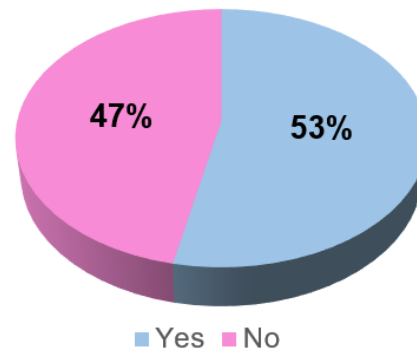
# CERTIFICATION INFORMATION

## HAS HOLDING A NATIONAL CERTIFICATION HELPED YOU TO:

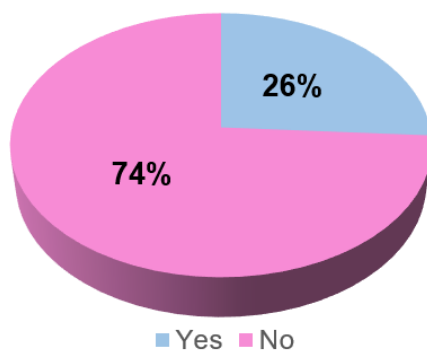
### OBTAIN YOUR POSITION



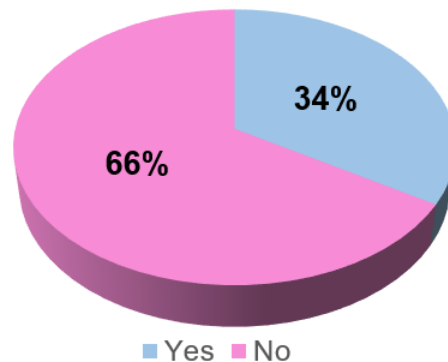
### MAINTAIN YOUR POSITION



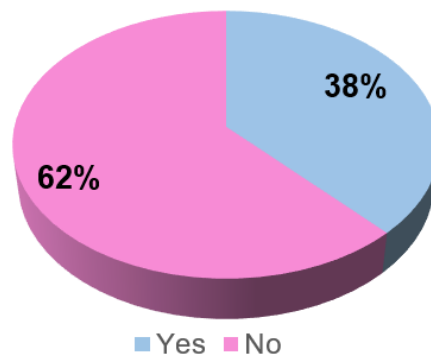
### ADVANCE IN YOUR POSITION



### IMPACT YOUR SALARY



### NO IMPACT



This chart shows that professional case managers seek certification for other reasons than listed.

Let's look at what respondents shared about how national case management certifications impacted them. Are you surprised?

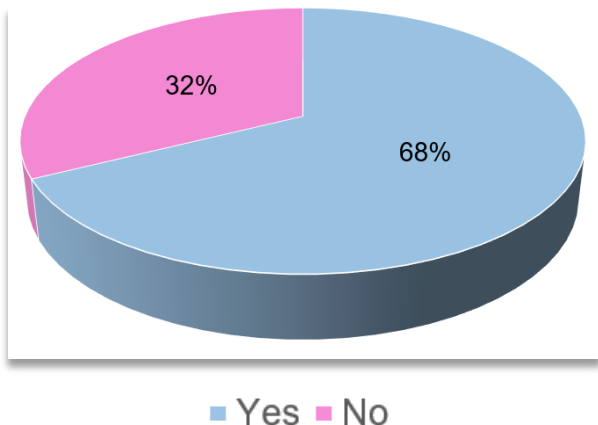
In future surveys we will dig deeper to find out what the motivation is for case managers to seek certification.

Case Managers share that their salaries have not been impacted by having a national certification.

# CERTIFICATION INFORMATION

## DOES YOUR EMPLOYER REQUIRE CERTIFICATION?

68% of respondents reported that their employers require case management certification.

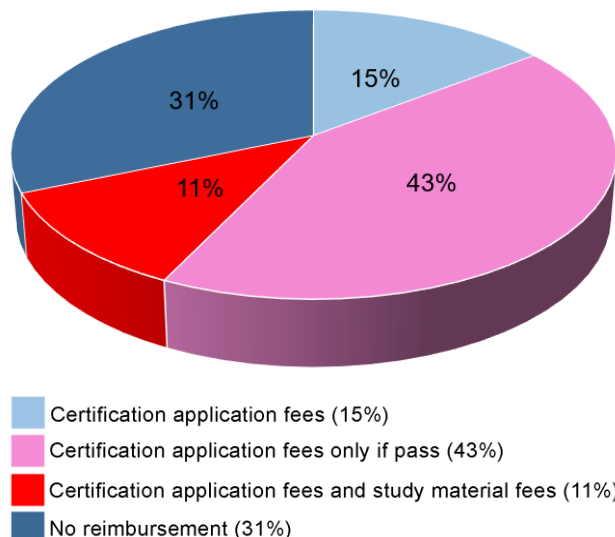


## IF CERTIFICATION IS REQUIRED, WHAT IS THE TIME FRAME IN WHICH YOU MUST RECEIVE YOUR CERTIFICATION?

It is not surprising that 50% of employers require certification after two years of being hired as it is in line with the eligibility criteria set out by the Commission for Case Management.

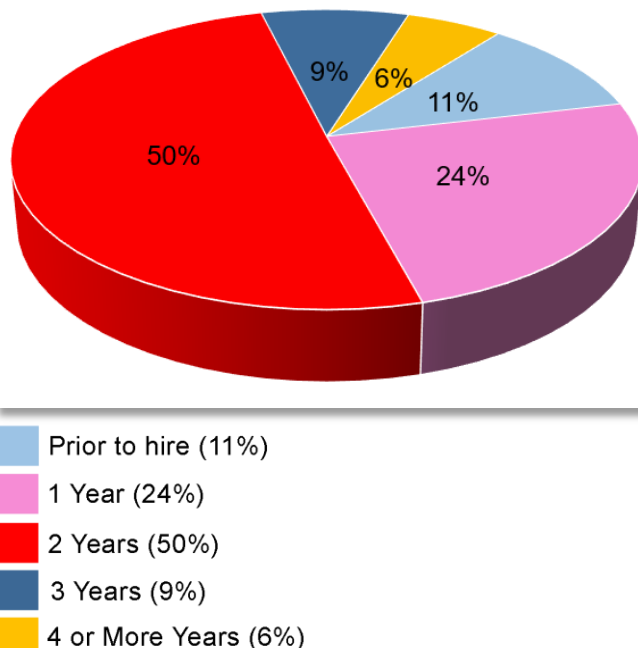
Also, it shows that many employers are hiring case managers without certification experience. This is good for new people who want to enter the practice.

## ARE YOU REIMBURSED?



This chart is interesting on the various ways employers are reimbursing for case management certification.

Of note is that 31% offer NO reimbursement.

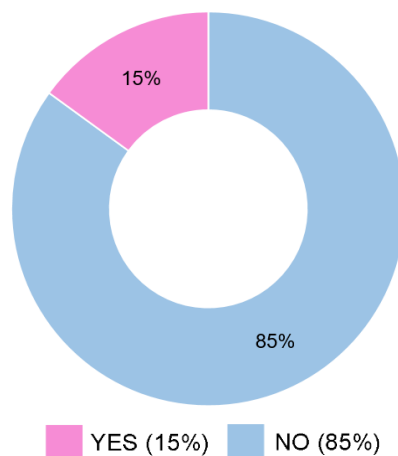
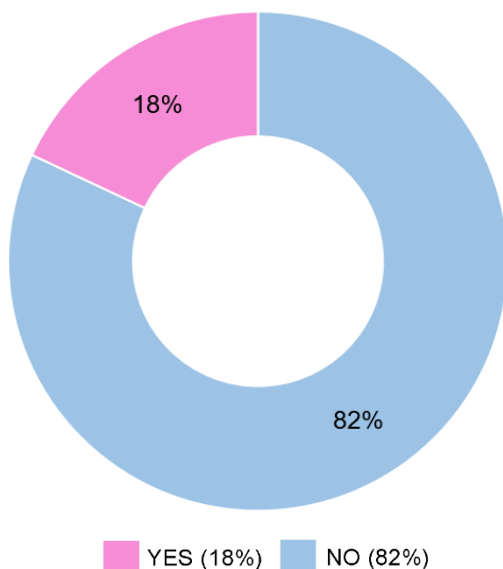




# MORE ABOUT YOU

## DO YOU CARRY YOUR OWN MALPRACTICE INSURANCE?

This chart shows that the majority of professional case managers reported that they do not carry their own malpractice insurance. In today's litigious society, it might be something you want to reconsider.

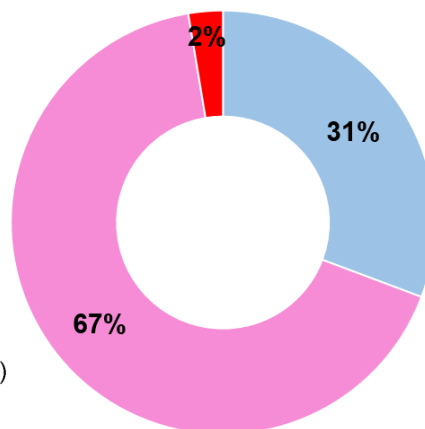
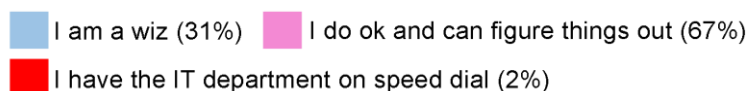


## ARE YOU MULTILINGUAL?

Being multilingual has its advantages. It makes you more marketable and enables you to build a rapport with your patients who might not speak English. If you are looking for an idea for professional development, think about learning a second language. According to the last census report, America's diversity remains on the rise, with racial and ethnic minorities growing faster than whites from 2015 to 2016.

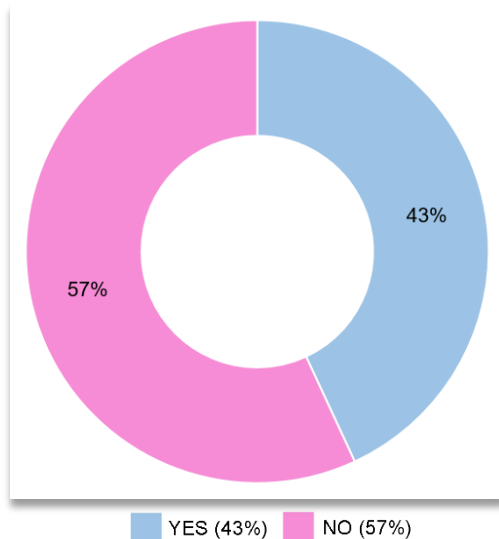
## HOW WOULD YOU RATE YOUR COMPUTER/TECHNOLOGY SKILLS?

Looks like today's case managers have a good handle on technology. This is good because moving forward we will see more and more advances in technology.

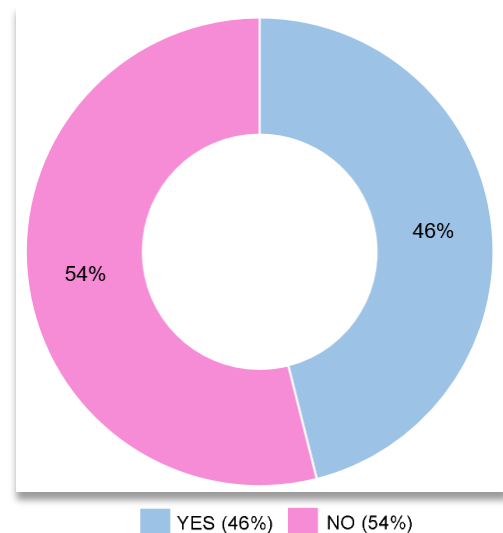


## MORE ABOUT YOU

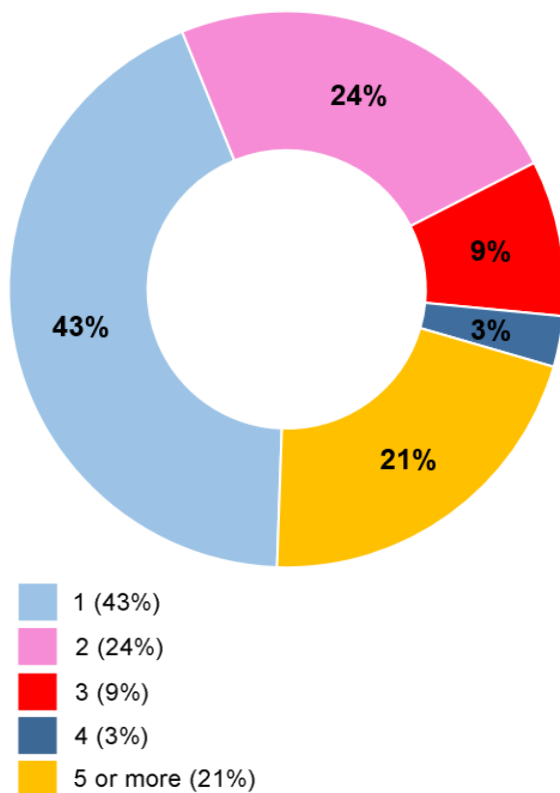
**DO WORK WITH CLIENTS WHO LIVE  
IN STATES OTHER THAN THE STATE  
WHERE YOU LIVE?**



**IF YOU ANSWERED YES TO THE PREVIOUS  
QUESTION, DO YOU HOLD A LICENSE IN  
EACH STATE WHERE YOUR PATIENTS  
RESIDE?**



**IF YES, HOW MANY LICENSES DO  
YOU HOLD?**



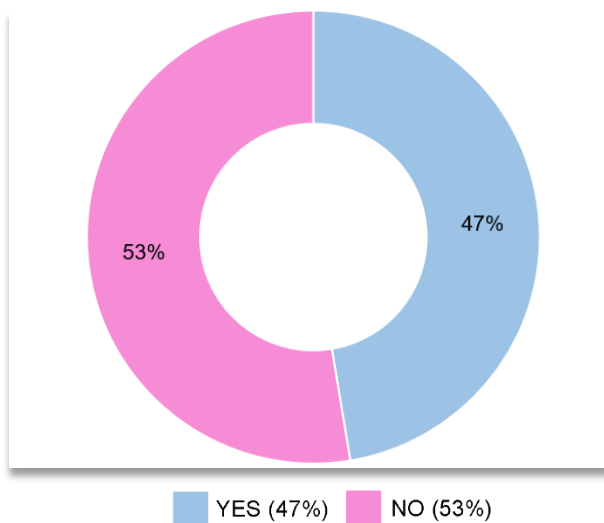
With the focus on cost containment and advances in technology, nurses and other healthcare professionals that are working in telemedicine, case management, utilization management, care coordination and workers' compensation are able to work from home or in a centralized office to provide services for clients nationwide. All licensed professionals need to check with the various State Boards that regulate them to ensure they are practicing in compliance with the laws where they live and where the patient lives. The National Council of State Boards of Nursing is one of the leading organizations working in this area. Click on this link to learn more and make sure you are compliant. [www.ncsbn.org/compacts.html](http://www.ncsbn.org/compacts.html)

Hopefully this statistic will change as states become members of the Nursing Compact. Seeing that 21% of professional case managers hold five licenses or more, it begs the question: How are they keeping up to date with 5 or more state rules and regulations?

# MORE ABOUT YOU

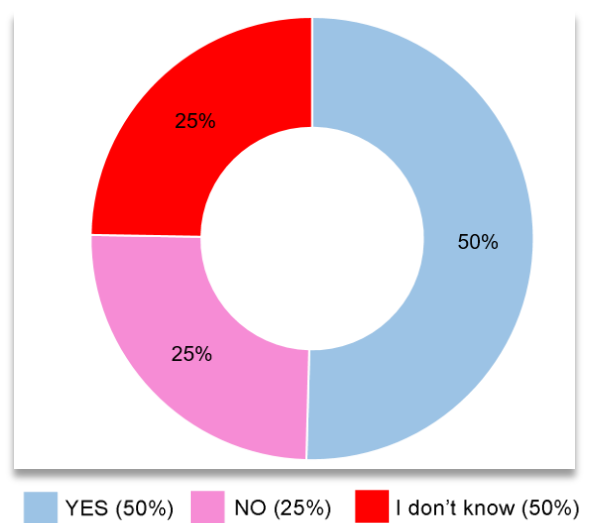
## IF YOU HOLD MORE THAN ONE LICENSE FOR YOUR JOB, DOES YOUR EMPLOYER PAY THE FEES FOR YOUR LICENSE?

The chart below shows that Professional Case Managers are taking personal responsibility and paying for additional licenses to ensure they are compliant with State laws requiring them to have a license in the state where the patients they are caring for reside.

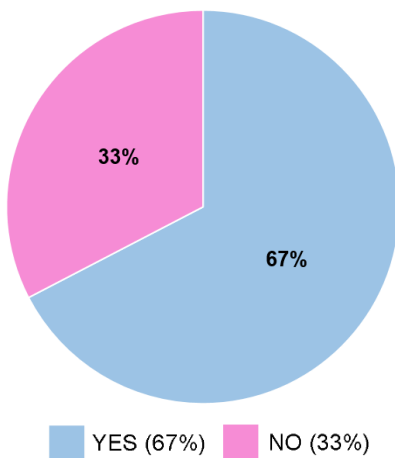


## IS YOUR STATE PART OF THE NURSING COMPACT?

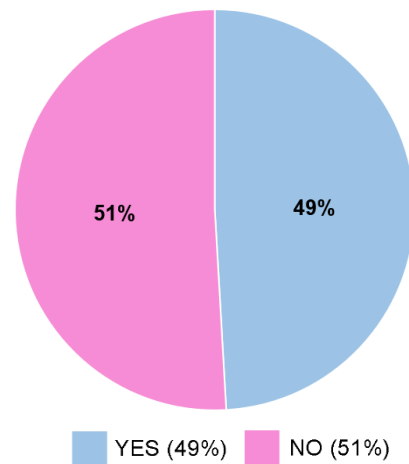
Case managers across all disciplines that hold professional licenses need to know the individual state rules that their discipline requires them to comply with. In nursing, the National Council of State Boards of Nursing provides information to keep you current.



## ARE YOU A GENERALIST? (I WORK WITH PEOPLE OF ALL AGES)



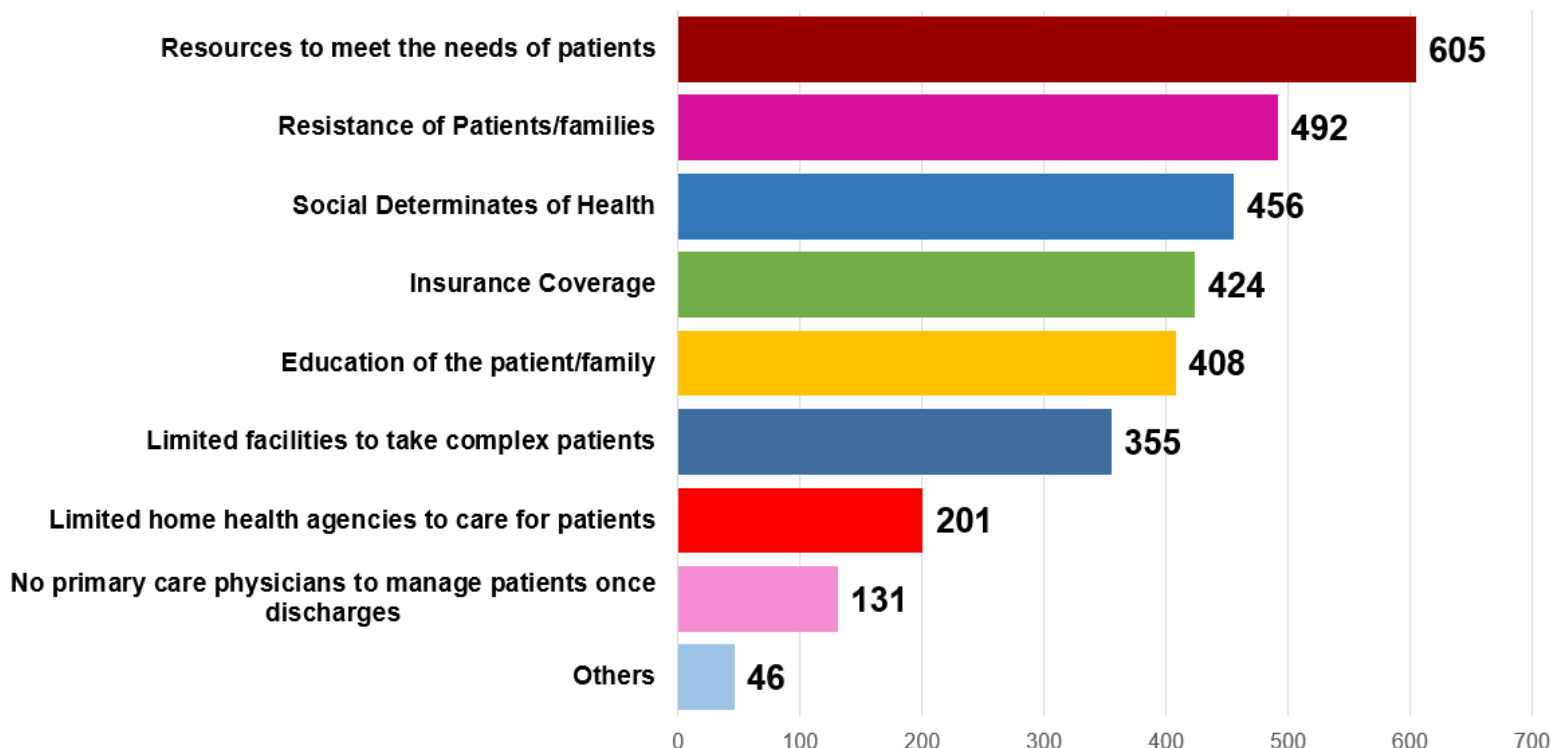
## ARE YOU A SPECIALISTS? (I WORK WITH A SPECIFIC POPULATION)



The 2020 survey shows that case managers are becoming more and more specialized.

# MORE ABOUT YOU

## BIGGEST CHALLENGES IN TRANSITIONING PATIENTS ACROSS THE CARE CONTINUUM



Addressing these challenges is critical for case management departments to demonstrate their value and to achieve the metrics set for them in a value based environment.

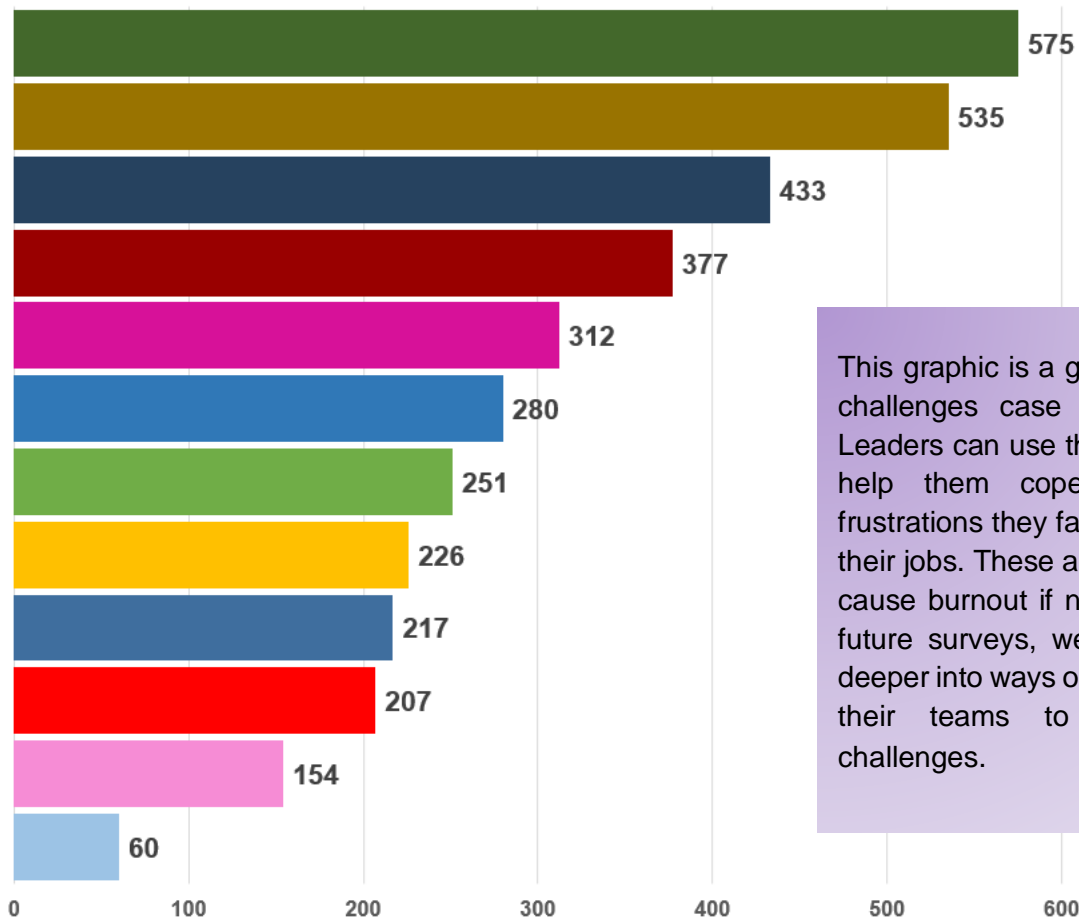
With the disruption in the healthcare system, these barriers will continue to get worse unless case management professionals work with legislative leaders, their healthcare teams and include the patient and their family's as members of the healthcare team.

Another key to addressing barriers is to form collaborative relationships with vendors and communities to help provide resources that patients need.

Innovation, collaboration, and respect are competencies all members of the healthcare team need to work on to achieve positive outcomes.

# MORE ABOUT YOU

## BIGGEST CHALLENGE YOU FACE IN YOUR PRACTICE

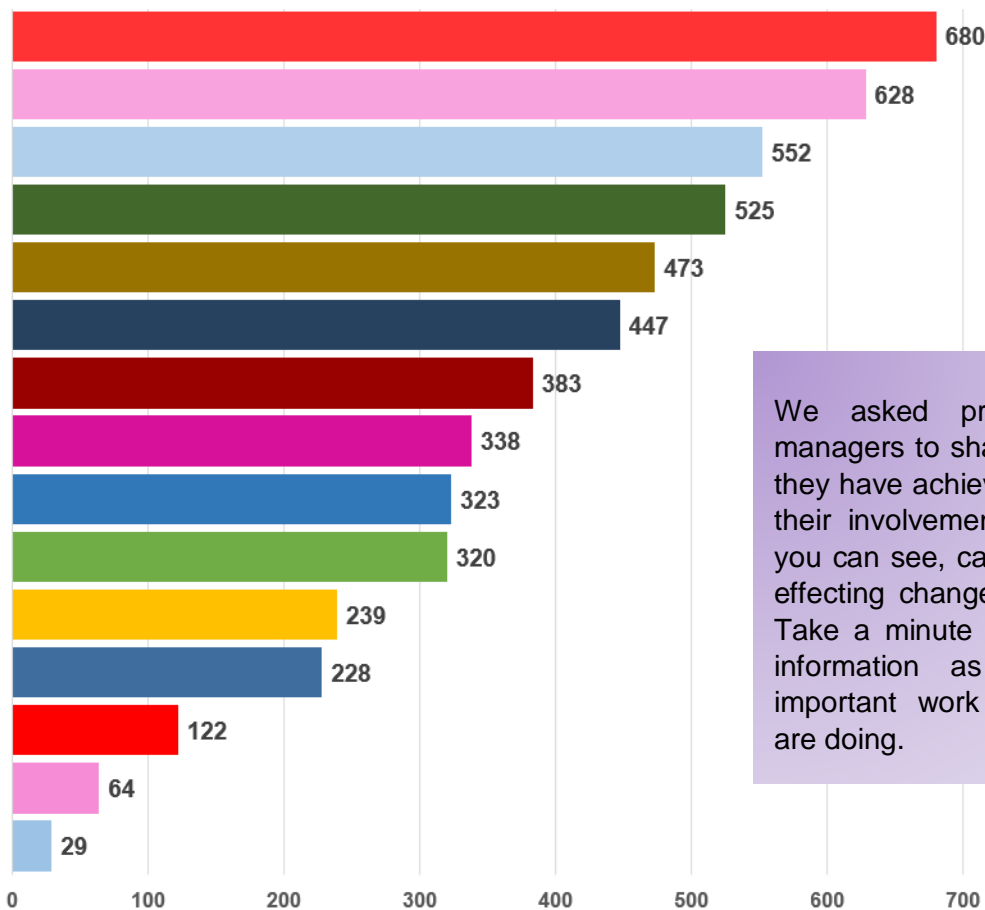


This graphic is a good visual of the challenges case managers face. Leaders can use this information to help them cope and address frustrations they face in trying to do their jobs. These are areas that can cause burnout if not addressed. In future surveys, we will try to look deeper into ways organizations help their teams to handle these challenges.

- Time to do all the work I have to do
- Finding resources to meet the needs of your patient
- Dealing with difficult patients/families who do not have a realistic understanding of the system
- Working with patients to change behaviors to prevent/slow chronic disease
- Work/life balance
- Limited resources
- Validating value of the case/care management
- Limited personnel to handle cases
- Working with physicians who are frustrated with the system
- Support from supervisor/director
- Keeping up with trends and changes in the system
- I feel that I am bullied

# MORE ABOUT YOU

## MOST SIGNIFICANT OUTCOMES YOU HAVE ACHIEVED AS A RESULT OF YOUR INVOLVEMENT IN A CASE

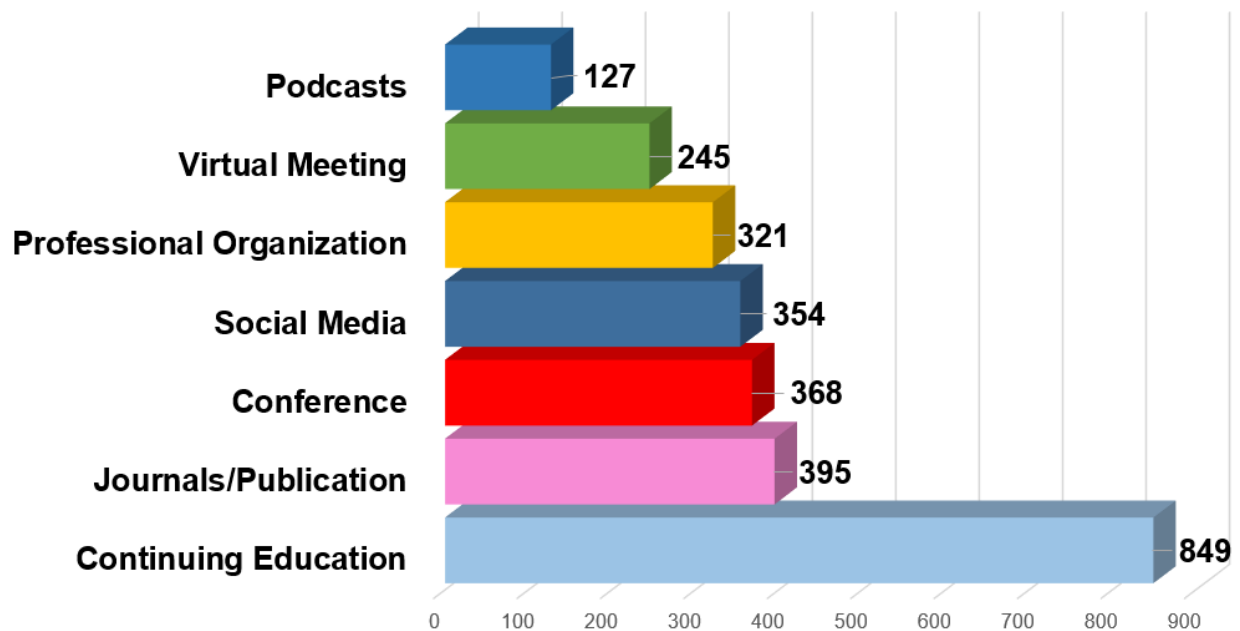


We asked professional case managers to share the outcomes they have achieved as a result of their involvement in a case. As you can see, case managers are effecting change in many areas. Take a minute to reflect on this information as it shows the important work case managers are doing.

- Improved education of the patient/family
- Increased patient/family satisfaction
- Helped to decrease the number of exacerbations, readmissions and setbacks
- Had a role in ensuring patients receive safe, quality, evidence-based care
- Had a part in reducing readmissions through proactive case management
- Influenced physicians and members of the healthcare team to alternative options for care/appropriate resources
- Improved strategies to ensure appropriate access to services
- Increased provider satisfaction
- Reduced length of stay
- Decreased complaints and grievances
- Improved employer satisfaction
- Decreased fragmentation/duplication within your population
- Avoided attorney involvement
- Helped to develop a Medical home Practice or other new model of care
- Improved organization website so it was patient-centered

## MORE ABOUT YOU

### HOW DO YOU KEEP UP WITH CURRENT TRENDS AND CHANGES IN HEALTHCARE?



Continuing education is an important way that case management professionals keep up to date with trends and changes taking place in healthcare.

# TRENDS FOR CASE MANAGEMENT IN VALUE-BASED HEALTH CARE

By Catherine M. Mullahy, RN, BS, CRRN, CCM



Case Managers have always had an important role in the management of patients with complex medical conditions who become lost, and I daresay “victims” of an increasingly convoluted healthcare system that pays homage to “value-based” care. The case manager’s role has been to identify and then proactively engage these complex and most costly patients. Unfortunately, too often, their ability to truly make a difference is less than ideal with an unsatisfactory outcome for patients, the organizations providing and/or paying for their care, as well as the case managers. By adopting new attitudes and practices, and leveraging new technologies, case managers can be catalysts for positive change that benefits their patients, healthcare providers, payers and case managers alike.

## **“Early Identification of Patients That Need Case Managers Most”**

Because they are our most challenging patients, it doesn’t mean that we eliminate those complex, high cost patients from our caseloads. Instead, to curtail their cost of care and increase positive outcomes, the emphasis needs to shift to earlier identification of these individuals as they enter the system and not after the red flags start flying. In the era of value-based care, both Accountable Care Organizations (ACOs) and Joint Ventures (JVs) are placing greater emphasis upon keeping individuals healthy and engaged. By identifying at-risk individuals at the earliest stages of their diagnosis, case managers can create more effective management plans which actively involve patients in activities that promote wellness. Having access to today’s technology applicable for increasing numbers of our patients further enhances the potential for success.

## **“Information is Power and Technology Makes It Accessible”**

One of the most transformative trends affecting case managers has been the introduction of technology into the process. From text messaging patients to stay in contact and communicate information readily to using mobile devices in public health and in underserved communities where mobile health has proven to improve the diagnosing and tracking of diseases, among other things. The ability to leverage technology – the data and analytics it provides - to remotely monitor and manage the care of patients with chronic conditions and at risk for complications is extremely valuable to the case management process. Other technologies, such as the electronic health record, also enable case managers to empower their patients with personal health information that can be used to set wellness goals.

## **“Why Continuing Education Has Become Even More Important”**

Even with early intervention and the application of new technologies, many complex patients have spiraled too far down and are too sick to become actively engaged. Their families too are overwhelmed. The increasing number of complications for far too many patients, the existence of multiple conditions and providers, the recognition of the role social determinants of health, and the frequency of transition of care issues complicates the case management process considerably. That’s one reason why continuing education has become even more critical than ever before. Today’s case managers and their supervisors are recognizing that ongoing education is needed to be better prepared to meet these challenges. It’s not enough to simply secure enough credits to maintain licenses and achieve certification.



# TRENDS FOR CASE MANAGEMENT IN VALUE-BASED HEALTH CARE

By Catherine M. Mullahy, RN, BS, CRRN, CCM

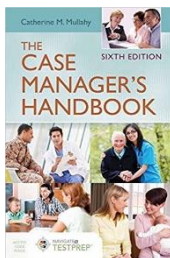
Achieving professional certification is certainly beneficial, and membership in professional organizations is helpful as well. Each individual and organization, however, needs to elevate the level of educational preparation and mentorship in order to function effectively in today's healthcare environment.

Transitioning from traditional roles in healthcare to that of case manager is, in and of itself, challenging. It's not enough to be experienced as a nurse or social worker; the acquisition of "new" knowledge is imperative. Online courses and even certification in informatics, motivational interviewing, and leadership are just some examples of the new wave of continuing education resources that all case managers should be accessing. Case management department supervisors and case management business owners should make it a priority to get to know, collaborate with, and form relationships with the profession's educators and community resources (i.e., social services, community-based healthcare and religious organizations). These individuals should be regarded and engaged as extended members of their patients' multidisciplinary care team and key in the continuum of care.

## "Closing Comments"

While there's great potential for positive change facilitated by better practices such as early intervention and leveraging of time and cost-saving technology, we must remember that the personal connection is more important than ever. The most valued aspect of the case manager's role as a "patient advocate" cannot be achieved with technology or increased education alone. These things will never replace the caring heart of the case manager...making a difference one patient at a time.

**Bio:** Catherine M. Mullahy, RN, BS, CRRN, CCM is President of Mullahy & Associates, a complete resource for case management continuing education, certification, training and support. Through its award-winning live seminars, given by Catherine and her partner, Vice President Jeanne Boling, MSN, CRRN, CDMS, CCM, online course and variety of educational tools including the field's definitive reference book, *The Case Manager's Handbook*, Sixth Edition, authored by Catherine, Mullahy & Associates has become one of case management's leading providers of case management education and training. Both Catherine and Jeanne are veterans of case management, each having held various leadership and significant committee roles in associations including the Case Management Society of America (CMSA). For her part, Catherine has been a National President, Board Member, Chair of the Ethics Committee and Member of the Standards and Practice Task Force for CMSA, and National Chair, Public Relations Chair, Commissioner, Executive Committee Member and Chair of both the Certification and Compliance and Appeals Committee for the Commission for Case Manager Certification. Additionally, she has held important roles with the Foundation for Rehabilitation, Education and Research, as well as serving on advisory boards of prominent healthcare businesses. Today, she and Jeanne, both recipients of CMSA's "Lifetime Achievement Award," among others, are primarily involved in live seminars, consultation and ongoing educational material development to make sure content is always up to date with the latest developments in healthcare and, specifically, case management. Mullahy Associates is a leading resource for case management training, certification workshops, online case management training and educational tools. To learn more visit the website at [www.mullahyassociates.com](http://www.mullahyassociates.com)



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# THANK YOU

Thank you for reviewing the 2020 Case Management Salary & Trends Special Report. Please feel free to share this report with anyone you feel will benefit from the material.

We hope this Special Report helps you improve your practice, your department, and your organization.

If you have questions you would like to see in future reports please let us know.

If you have programs that you would like to see developed, we look forward to your suggestions. Please send suggestions to [support@casemanagementinstitute.com](mailto:support@casemanagementinstitute.com)

Thank you for the work you do. It is making a difference!



## About Case Management Institute

The Case Management Institute provides training and resources to develop the Case Management Workforce.

## CMI's Mission

Case Management Institute provides case managers and future case managers with professional development, education, training, resources, networking, and support to advance their careers, serve their clients, and practice case management with excellence.

At CMI, we promote integrity in the practice of case management aligning with accreditation, certification, and practice standards through our training and education. We strive to advance the understanding of the practice of case management to healthcare professionals and promote goodwill and collaboration between case managers of various settings and disciplines for the benefit of our clients.

We strive for the 5 E's in all of our interactions, products, and services.

- Excellent
- Educational
- Easy
- Effective
- Enjoyable

## Our Products

Our training and resources to develop the Case Management Workforce are provided to individuals and organizations and include the areas of:

- Case Management Foundations
- Case Management Certification Preparation
- Utilization Management and MCG training

To learn more about how we can assist you or your organization go to:

[CaseManagementInstitute.com](http://CaseManagementInstitute.com)

Or email: [Support@CaseManagementInstitute.com](mailto:Support@CaseManagementInstitute.com)