

Role and Function

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Roles and functions of Nurse Case Manager

Many healthcare organizations are embedding case management in their care delivery model due to the benefits associated with case management, such as cost containment, efficient use of resources, and improved patient outcomes. Case management, as defined by Summers (2015), is the process of assessing a client's total situation and addressing the issues or needs found in that assessment with the goal of improving the quality of life of the client, preventing the progression of the issue and ensure efficient use of resources. A nurse case manager oversees patient processes from assessment, care planning, coordination, and monitoring in various healthcare settings such as acute care, home care, and primary care. The following are the roles and functions of a nurse case manager in a different setting as described in Case Management Society of America; CMSA's standards of practice for case management (2016).

Acute Care

Acute care response to life-threatening conditions, acute exacerbation of chronic illnesses, and health care needs requiring prompt action. The nurse case manager is tasked with various roles and functions in acute care, such as collaborating with interdisciplinary teams and families to identify target care goals for the patients. The nurse case manager (NCM) also plans

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transition from acute care to home care or other facilities (CMSA, 2016). Nurse case managers coordinate care interventions and referrals to specialists and community services from acute care to other settings to ensure quality patient outcomes.

Home Care

Health care services can also be delivered to a patient at their homes. As directed by the physician, a skilled practitioner provides the recommended care to specific patients. Nurse case

ensure quality care outcomes even when at home (CMSA, 2016). They are involved in decision-making as to whether the patient requires a home health aide and the medical equipment relevant to the patient's situation. They establish and coordinate patient transportation to other care settings when the need arises.

Primary Care setting

in the primary care setting, nurse case managers conduct a thorough patient evaluation to determine the needs and resources required. A patient evaluation in the primary care setting is vital as it guides and informs the required treatment and services (Hudon et al., 2015). The nurse case manager develops an accurate profile of the client and the individual problem by assessing

family health history, relationships, and work experience, among others, to collect comprehensive data that can be used to inform decisions making (CMSA, 2016). After conducting a detailed assessment, the nurse case manager gives their recommendations in relation to the services needed and the treatment.

Skills needed to do a community health plan and the importance of the skills

Community health nursing is crucial as it improves the health of groups, communities, families, and individuals. As described by Stanhope & Lancaster (2019), community nursing integrates the concepts, expertise, and knowledge from community health, nursing, and social health sciences to promote and protect the population's health. They evaluate the health standards

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and determine proper approaches. Hence, a nurse requires critical skills to identify issues likely to affect the patient and the possible solutions. Active listening is key to patient-centered care planning. To design a proper community health plan, a nurse should possess a high level of active listening to pay attention to what the client is saying, take time to understand the person, and ask relevant questions.

Community health nursing aims at improving health outcomes of a population. Another important skill that a nurse should have is service orientation which will enable them to actively

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skills to persuade the patient to change their lifestyle behavior for the care plan to be effective.

The nurse should also have the complex problem-solving skill to identify an issue, review related

concepts, and develop approaches to the issues. Decision-making skills are also crucial in designing a community health plan in order to choose the best and most appropriate solutions for potential or existing problems that are affecting the client. Speaking is also an important skill required for a nurse in community health nursing because he/she will be required to speak to the patient about the plan and convey important details about the plan in a style that the client understands.

Approaches to promote the highest quality of care

case management essentially encompasses determining an individualized service plan monitoring the plan and ensuring that the resources are utilized efficiently. Case managers use various approaches to promote the highest quality of care with efficient use of resources. These approaches include assessment, planning, linking, monitoring, and advocacy (Summers, 2015). Ensuring the highest quality of care requires an initial comprehensive assessment to inform the patient's situation. In the first approach, the case manager evaluates the chief complaint and the background of the presenting problem. The case manager (CM) further assesses the person's

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[REDACTED] during the assessment. The case manager identifies the services, social activities, and resources in the client's community and uses this information to plan for individualized care that takes into consideration all the community resources. The third approach used by case managers is linking the patient to agencies of persons where they will receive the required services. For instance, having identified the needs and available resources, a case manager connects their client to specific services such as outpatient treatment and rehabilitation, among other referrals, to receive the care needed. The fourth

approach used by case managers to ensure the highest quality of care is monitoring the client.

After planning and implementation, the case manager monitors the services given to the client.

The CM follows up on the patient progress and coordinates care through various settings to

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managers connect patients to a particular service or activity, they advocate for them and ensure they receive the best care to achieve their set goals.

Palliative care and hospice services

Generally, case management practices extend to all healthcare settings, including palliative and hospice care. Palliative care is specialized medical care for persons with chronic illnesses such as heart failure or cancer ((National Institute on Aging, 2021). Palliative care

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patient with a chronic illness without any attempt to treat the person as they approach the end of life. Palliative care plays a critical role in ensuring the highest quality of patient care because it improves the quality of life and helps manage symptoms to cure the illness. Palliative care also helps patients understand their treatment choice, hence involving patients in their care process, which facilitates quality care. Palliative care provides organized, individualized services as per

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care provides essential care and enables patients to spend time with their loved ones for the

remaining part of their life. Both palliative and hospice care assist case management in achieving the highest quality of life pertinent to their choice and preference.

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