

Who Does What in Community Case Management?

A survey of learning needs has raised questions regarding role definitions

Mollie Sullivan and Susannah Robinson

2001-2002 Survey

- Study into the skills and learning needs of Case Managers in community care
- Included 44 respondents from 4 agencies in Victoria and NSW

2001-2002 Survey

- Findings highlighted a need for further research involving:
 - a larger sample
 - other personnel in a range of roles and service settings

Main Aims of 2004-2005 Survey

1. To gather information about competencies and learning needs
 - To compare findings with 2001-2002 Survey
 - To compare results for Case Managers with those in other positions

Programs Covered

- 97 responses to written questionnaire:
 - Community-based Disability Services
 - Community Aged Care Services
 - Home and Community Care
 - Hospital-linked Services (HARP, PAC)
 - Aged Care Assessment Services (ACAS)
 - Residential Aged Care

Organisations Included

- Confidential survey Sep 04 - Jan 05
- Included 15+ organisations within Victoria:
 - regional and rural providers
 - metropolitan providers

Data Collected

- Position titles, service or program type
- Professional background/s
- Inclusion of case management in current role
- Years of experience in case management role
- Assistance provided to clients
- Preferred training and support methods
- Perceived areas of competency
- Priority topics for further training and support

Presentation Focus

- Selection of results of most interest to Case Managers
- 82% of respondents perceived their role included case management

Analysis of Results

- Group 1 – designated case management role (56 respondents)
- Group 2 – roles that include case management (23 respondents)
- Group 3 – roles that do not include case management (17 respondents)

Case Managers worked in

Service/Program Type

- Respondents working in more than one service / program type:
 - Group 1 36%
 - Group 2 30%
 - Group 3 35%

Case Manager's Backgrounds

Professional Backgrounds

- Nursing was the most commonly reported professional background in all groups
- 37% of Case Managers indicated more than one professional background

Postgraduate Qualifications

- 34% of respondents have completed postgraduate qualifications
 - Group 1 31%
 - Group 2 41%
 - Group 3 35%

Years in Case Management

	<2	2-4	5+
• Group 1	35%	45%	20%
• Group 2	0%	32%	68%

- Differences reflect career progression

Case Manager's Role

• Referral & Service Information	96%
• Care Planning	96%
• Coordination of Services	95%
• Advocacy	95%
• Assessment	93%
• Emotional Support	89%
• Service Brokerage	88%
• Social Support	75%

Case Manager's Competencies

- Core Competencies
 - Communication Skills 84%
 - Decision Making 76%
 - Team Skills 71%
 - Negotiation Skills 71%
 - Time Management 71%

Commonly Requested Training

2004 – 2005

• Legal Issues	52%
• Counselling	42%
• Advocacy	33%
• Referral & Service Information	31%
• Financial Advice	31%
• Managing Conflict	31%
• Managing Challenging Behaviours	27%

Commonly Requested Training

2001 – 2002

- Conflict Resolution 59%
- Grief and Loss 57%
- Challenging Behaviours 52%
- Legal Issues 52%

Types of Training and Support

- Case Managers prefer:
 - Short Courses
 - In-Service Training
- Team Leaders / Managers prefer:
 - Networking
 - Conferences / Seminars

Acknowledgements

- CMSA
- Melbourne Citymission
- Care Connect Ltd
- North West ACAS
- Austin Health
- Northeast Health
Wangaratta
- ARBIAS
- Nillumbik Community Health
Service
- annecto
- Victorian Linkages Program
Network
- Careforce
- UnitingCare Community
Options
- Co.As.It
- Third Age Community Care

Ongoing Research

- Verso Consulting has an ongoing commitment to further research about Case Management
- www.verso.com.au