



Clinical Case Management

Overview

A clinical case manager handles aspects of a patient's medical care. Some people in this career are nurses who specialize in admittance and discharge of patients, as well as making cost assessment decisions. Others are in the social work field where their duties are to help clients work through mental health issues, such as substance abuse and psychiatric episodes. This course is designed to teach case managers the core components of clinical case management and how to document effective cases written to get results.

Learning Objectives

- Become familiar with theories and models of case management
- Analyze skills and attributes needed for effective case management
- Examine the core elements of case management
- Write effective DAP or SOAP Notes

Course Agenda

Module 1: What is Case Management?

- Benefits of Case Management
- Theories and Models of Case Management
- Skills and Attributes Needed for Effective Case Management
- Principles
 - Core elements
 - Intake
 - Needs assessment
 - Service planning
 - Coordination
 - Advocacy
 - Documentation
- What is the Difference between DAP and SOAP Notes?
 - How to Write Clear and Effective DAP Notes
 - DAP Note Exercise
- Personal Action Plan