

The case manager is focused on quality and patient empowerment, but also on coordination among different providers, advocating, and helping patients navigate the health system.

CCM certificant say the aspects of their job that are **most vital** are:

- Ensuring appropriate care
- Educating and empowering clients
- Advocacy
- Coordinating care
- Helping to increase access to care
- Helping identify issues

N=4,789

