

# Knowledge Framework will help advance Commission's policy efforts

The Commission recently unveiled a Case Management Knowledge Framework, an important step in its revitalized efforts to inform and shape health care policy. The Framework represents years of research, coupled with hands-on knowledge gathered through its experience with the CCM examination.

It reflects what professional case managers *know and what they do*. Put another way, it addresses not just the science of case management, but also its practice and policy.

Its launch comes in the wake of several federal initiatives endorsing the critical role care coordination plays in new models of care.

Case management plays a crucial role in realizing the goals of each of these initiatives; it is a tool to both improve patient care and lower costs.

The Framework comprises seven essential domains of case management knowledge and practice, which are illustrated below. The Framework also includes nine major phases in an overall Case Management Process. Those phases—through which case managers provide care to their clients—are as follows:

1. Screening
2. Assessing
3. Stratifying risk
4. Planning
5. Implementing (care coordination)
6. Following up
7. Transitioning (transitional care)
8. Communicating Post Transition
9. Evaluating

The overall process is iterative and cyclical; the phases are revisited as necessary until the desired outcomes are achieved and the client's interests are met.

(For details on the Framework, see "Current, evolving and always available: The Case Management Body of Knowledge" at [www.ccmcertification.org/pdfs/cmbok\\_issue\\_brief.pdf](http://www.ccmcertification.org/pdfs/cmbok_issue_brief.pdf).)

The Case Management Knowledge Framework is an important contribution to the health care policy community, offering a detailed and structured description of the process, interwoven with the foundational knowledge domains of case management.

It represents, the Commission believes, the first step in addressing the widespread lack of understanding among lawmakers, policymakers and regulators about case management. The Case Management Knowledge Framework offers a standardized way to consider case management and its impact on coordination of care. ■

## The Case Management Knowledge Framework

