



Commission for Case Manager Certification

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Contact: Sandy Mau  
Health2 Resources  
703.349.5395  
smau@health2resources.com

**Enduring principles: Commission for Case Manager Certification releases updated Code of Professional Conduct**

*Above all, CCMs protect the public interest and advocate for the client*

**MOUNT LAUREL, NJ, March 19, 2015**—Biotech breakthroughs and information technology may change the practice of medicine, but the ethical framework that puts the clients’ needs first endures for board-certified case managers. Today, the Commission for Case Manager Certification® released its revised Code of Professional Conduct for Case Managers, the result of the first comprehensive review and update in the Code’s history.

The revised Code includes updated definitions and provides new citations and references to clarify terminology. Board-certified case managers, who are required to comply by the Code as part of their certification, may recognize new references to the Triple Aim and other recent developments. But the eight foundational ethical principles still require board-certified case managers to protect the public interest and the rights and dignity of clients; they call for honor, integrity, objectivity and fidelity in case management practice.

“The values instilled in case managers are the same ethical core that this profession has consistently championed,” said Patrice Sminkey, the Commission’s CEO. “Case managers serve as client advocates, helping them navigate complex health issues and access the resources they need for the best possible outcome. We can take pride in the care and commitment our Ethics Committee devoted to this two-year process that culminated in confirmation that our principles can stand the test of time.”

Originally adopted in 1996, the Commission developed the Code to assure quality and protect the public interest. It includes broad principles--advisory in nature--and proscriptive rules and standards for professional conduct. Compliance with the rules and standards in the Code is mandatory for every case manager earning the Commission’s board-certified case manager credential, the CCM®.

Commissioners from across varied work settings, including workers' compensation, health care providers, health plans and the military, dedicated hundreds of volunteer hours to the rigorous, multi-step revision process and two separate calls for public comment. Following review of recommendations from across the industry, CCMC's Board of Directors approved the revised Code.

Case management as a profession requires a vast knowledge base and critical thinking skills to assess each situation and address a myriad of client concerns—physical, social, emotional and financial. The revised Code acknowledges the need for reasoning from principles and applying solid values across a wide range of situations and potential challenges.

“Compliance with the Code sets board-certified case managers apart and requires them to react with wisdom and responsibility every day,” Sminkey said. “That assures employers that, no matter how quickly changes come, board-certified case managers remain responsible to put the patient first and follow ethical principles to protect the client's safety, privacy and autonomy.”

To read the code, visit, <http://ccmcertification.org/content/ccm-exam-portal/code-professional-conduct-case-managers>. To learn more, download the issue brief, [“Foundational principles: Newly revised Code of Professional Conduct provides a framework for ethical, high-quality care.”](#)

### ***About the Commission for Case Manager Certification***

The Commission for Case Manager Certification (the Commission) is the first and largest nationally accredited organization that certifies more than 37,000 professional case managers. The Commission is a nonprofit, volunteer organization that oversees the process of case manager certification with its CCM<sup>®</sup> credential. The Commission is positioned as the most active and prestigious certification organization supporting the practice of case management. For more information, visit [www.ccmcertification.org](http://www.ccmcertification.org), connect with the Commission on Facebook or follow us on Twitter @CCM\_Cert.