

Growth, Benefits and Value:

Insight into Today's CCM



Commission for Case Manager Certification

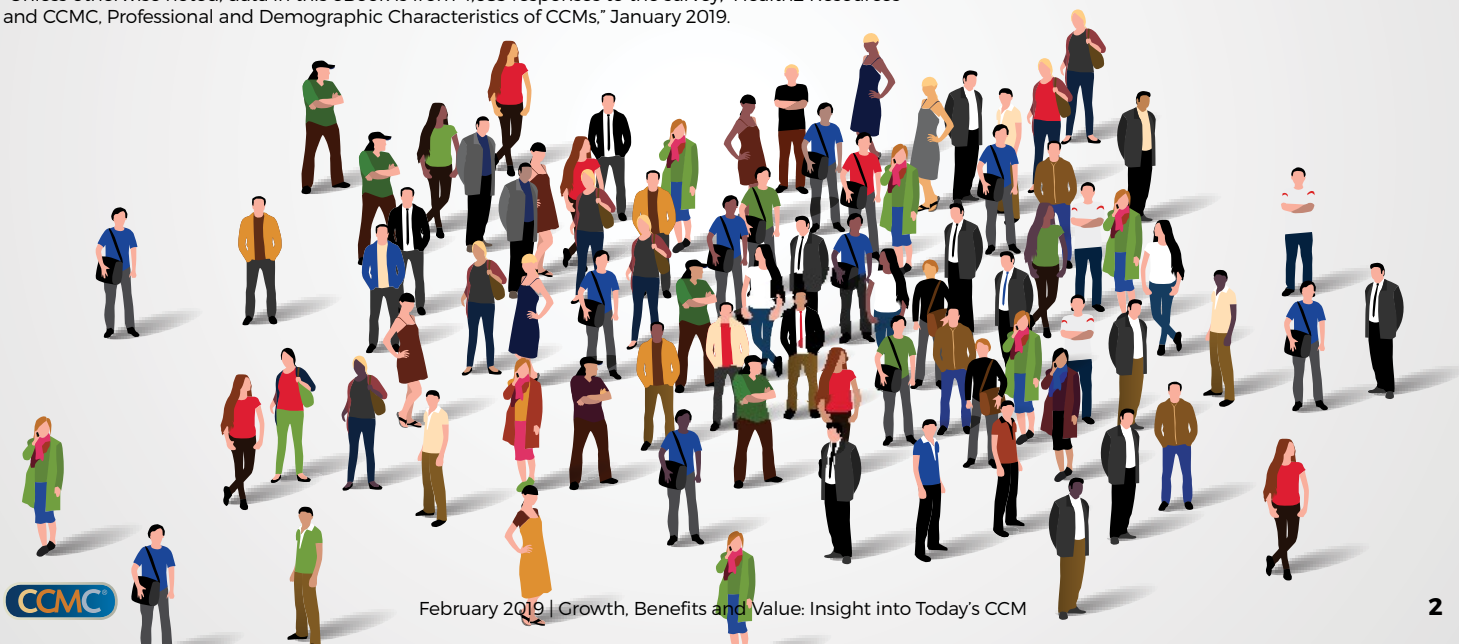


Who is today's CCM?

Board-certified case managers—the 45,000+ professionals who hold the Certified Case Manager Credential—work in settings across the health care continuum.

In many organizations with clients who need navigation, care coordination and access to resources to optimize health, you'll find a board-certified case manager.¹

¹Unless otherwise noted, data in this eBook is from 4,683 responses to the survey, "Health2 Resources and CCMC, Professional and Demographic Characteristics of CCMs," January 2019.



Who is today's CCM?

- **96%** women; average age 54²
- Work in all U.S. states and territories
- **29%** have master's or doctoral degrees (almost double the 15% reflected across the U.S. workforce³)
- **26%** are in executive or management roles
- Almost half (**46%**) were certified within the past 5 years

² Age data from CCMC certification statistics.

³ Bureau of Labor Statistics, "Profile Of The Labor Force By Educational Attainment." August 2017.

Top current employment settings:

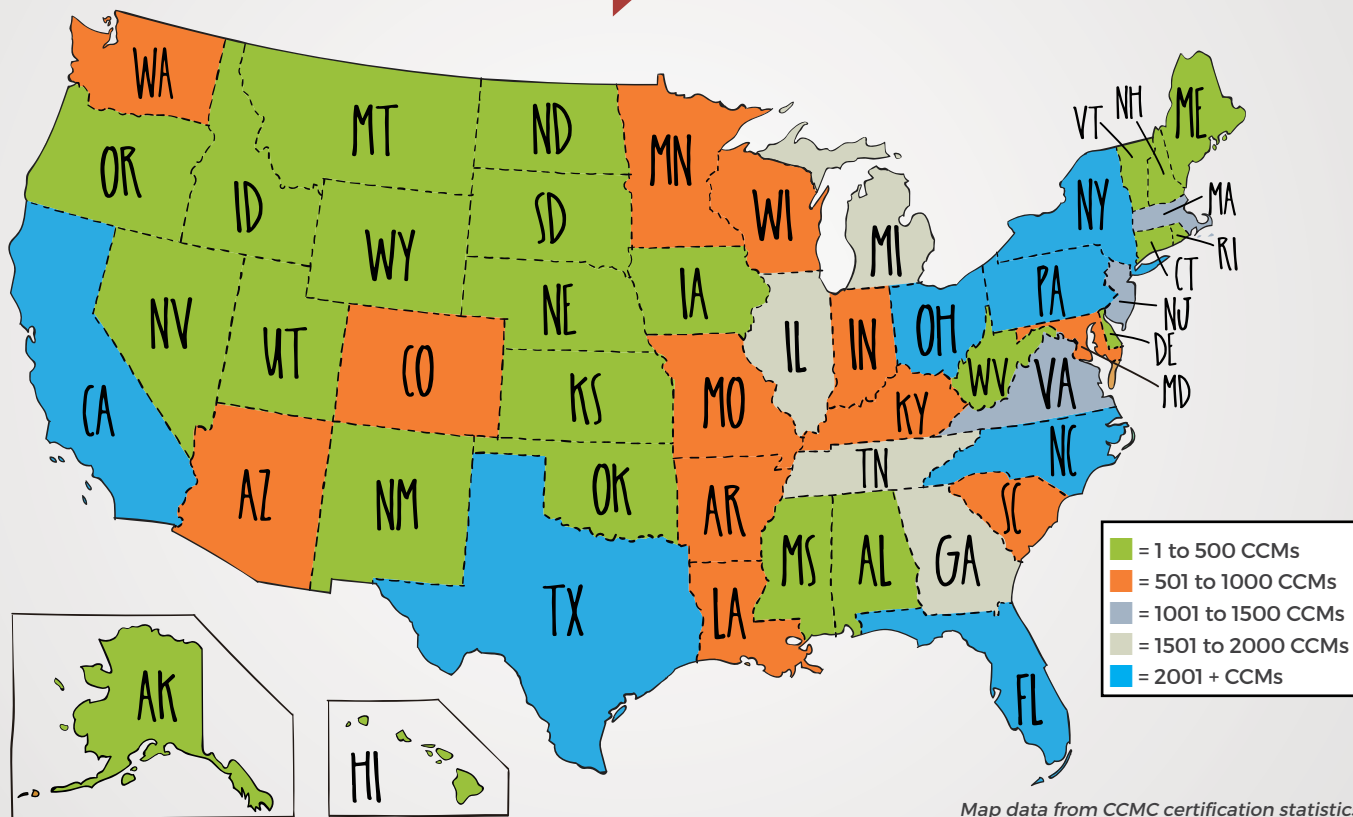
23%
health plan

23%
hospital

15%
workers' compensation

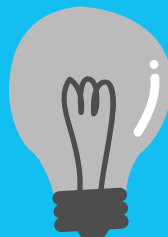
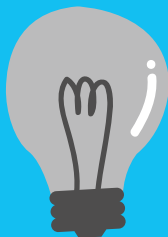
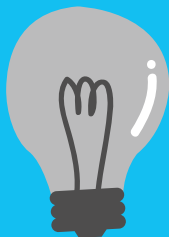
Where do they live and work?

CCMs are in all 50 states and its territories.



CCMs are seasoned professionals.

- **61%** of CCMs have been in case management for 10 or more years.
- Professional background:
 - **88%** RN
 - **8%** Social worker
 - **4%** Workers' compensation



And CCMs go the extra mile to gain expertise.

In addition to experience, education and the distinction of earning the CCM, almost all board-certified case managers bring value to employers through specialty expertise.

98% of CCMs have specialty experience in one or more areas.

Rehabilitation

Chronic disease management

Geriatrics

Care transitions

Managed care

Home health

Workers' compensation



CCMs say the aspects of their job that are most vital are:

- Ensuring appropriate care
- Educating and empowering clients
- Coordinating care
- Helping clients identify issues and set goals
- Helping clients move from one care setting to the next

Measuring care coordination is important, too.

Almost 9 out of 10 board-certified case managers say their organization tracks care coordination activities, some using multiple measures.

57%

Patient experience

47%

30-day readmission rate

36%

Self-management goals met

33%

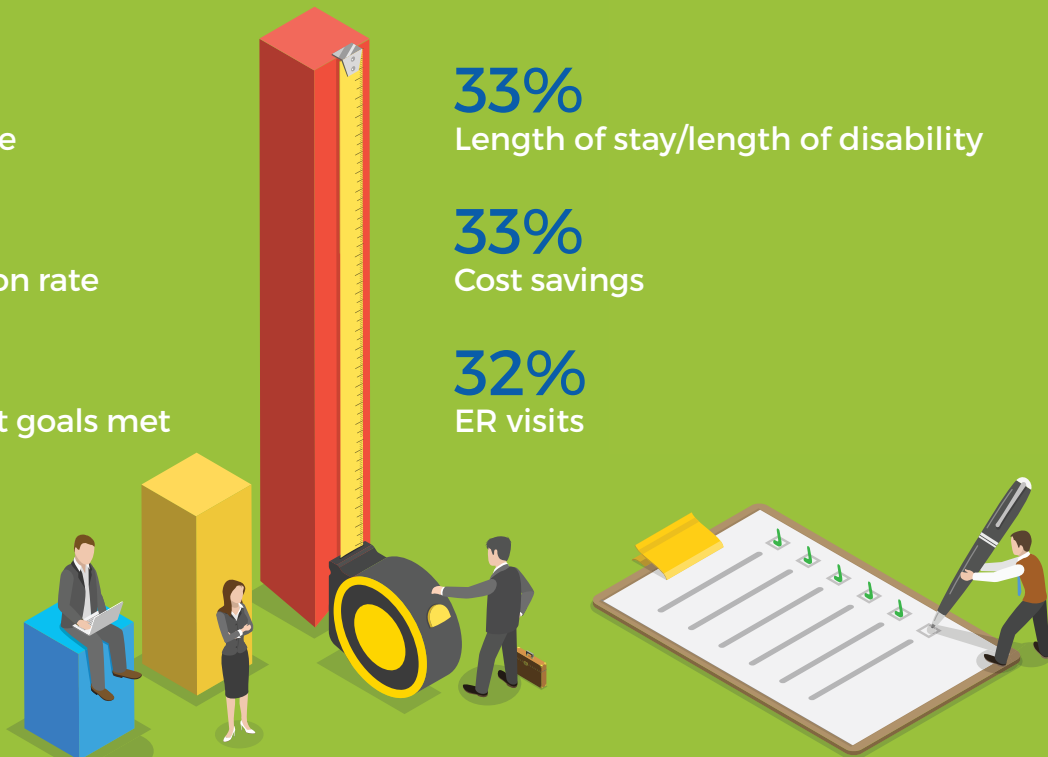
Length of stay/length of disability

33%

Cost savings

32%

ER visits



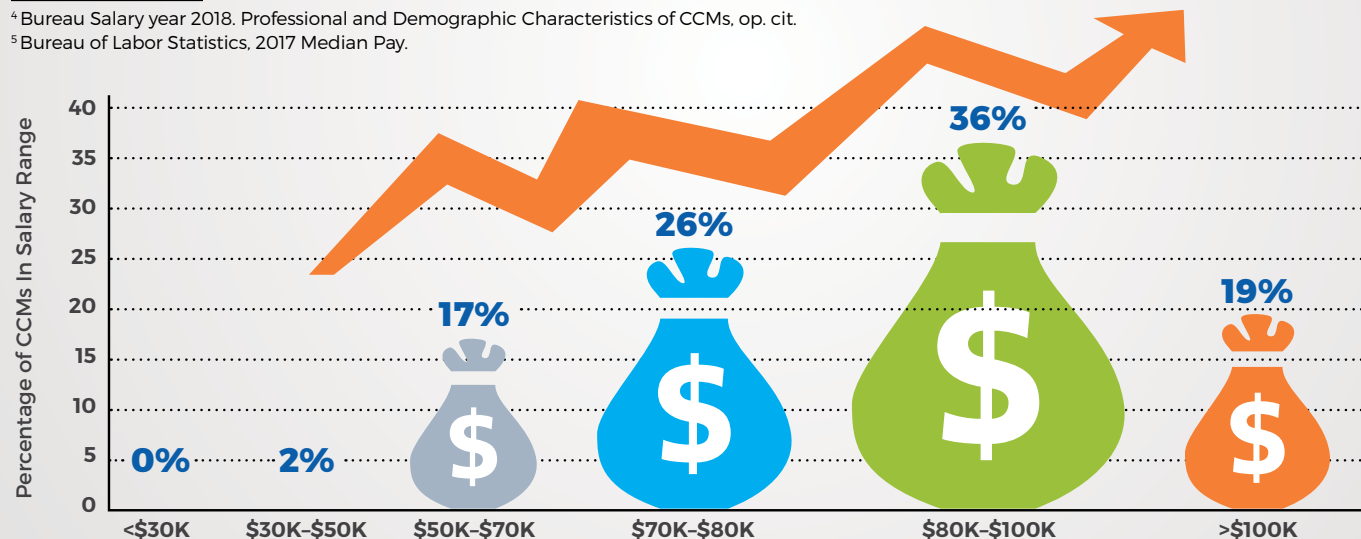
Salaries for CCMs continue to rise.

The majority of CCMs earn more than **\$80,000**⁴ annually, and salaries have trended upwards for 5+ years. That compares favorably with median salaries for nurses and social workers—the fields in which most case managers are trained.⁵

A majority earned salary increases in the past 12 months, too, indicating a strong upward salary trajectory.

⁴Bureau Salary year 2018. Professional and Demographic Characteristics of CCMs, op. cit.

⁵Bureau of Labor Statistics, 2017 Median Pay.





The CCM is a rewarded
professional milestone.

More than half of CCMs who
are executives earn more
than \$100,000 annually, as do
more than a third of CCMs in
management roles.

Benefits of CCM certification extend beyond salary alone.

88% of CCMs say certification has had a positive impact on their career.

94% have recommended the CCM to other case managers.

CCMs seek certification to:

- Improve employment options
- Advance professional standing
- Enhance personal growth

Employers recognize the value of CCM certification and financially support ongoing professional development.

58%

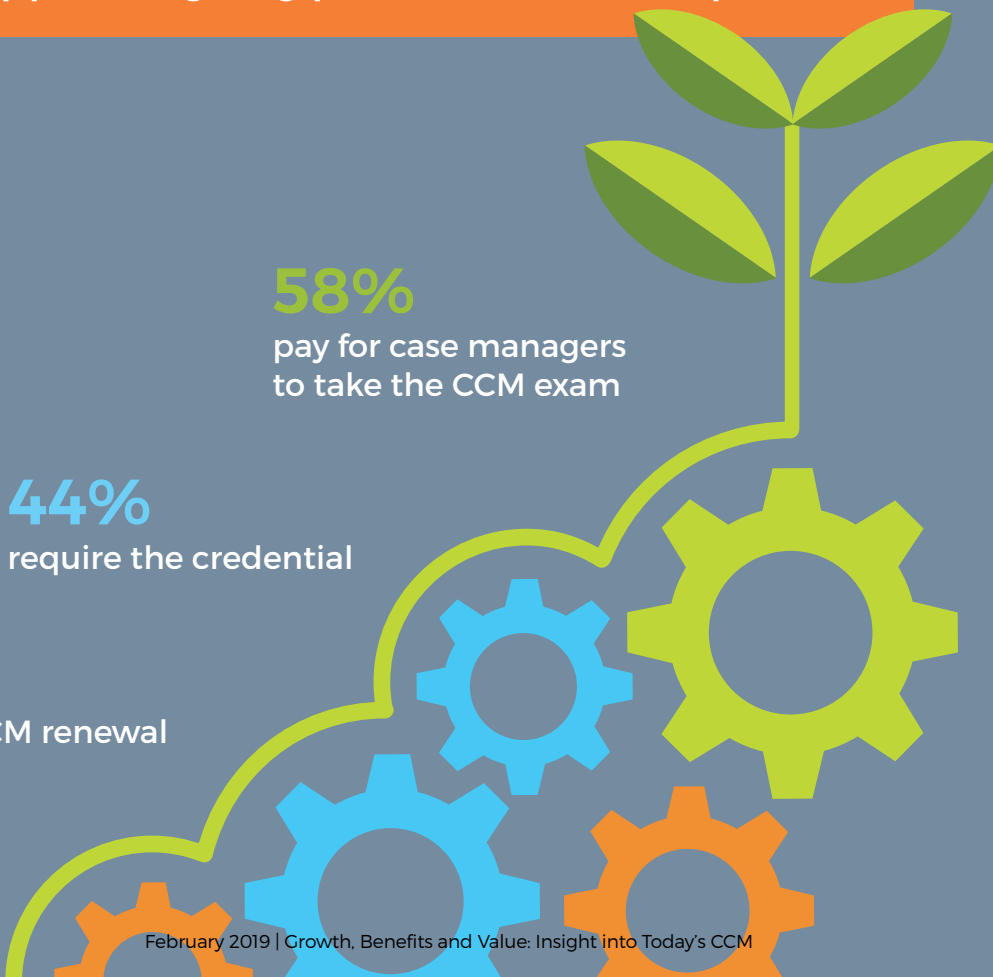
pay for case managers
to take the CCM exam

44%

require the credential

43%

pay for CCM renewal



CCMs who supervise other case managers recognize the value of the credential when hiring—and so do their employers.

Wanted: CCMs

75% of CCMs in supervisory positions prefer or require the CCM when hiring experienced case managers.

78% of CCM supervisors work for employers who prefer or require CCM certification for case managers.



CCMs who are supervisors are keen to develop others by setting them on the path to certification.



99% of CCMs who are supervisors have recommended the CCM to others.

They are highly aware of the Commission's resources for lifelong learning and professional development.

- **89%** know about CCMC's Certification 360™ immersion workshops
- **88%** know about CCMC's Case Management Body of Knowledge® (CMBOK®) online learning platform
- **72%** know about CCMC's Pre-Approved Continuing Education (PACE) Program



**The benefits of board certification are clear for
case managers, health care organizations
and the clients they serve.**

How can CCM certification help you and
your organization develop others?

Find out more at **ccmcertification.org**,
or call us at **(856) 380-6836**.



GET CERTIFIED. STAY CERTIFIED. DEVELOP OTHERS.