



Certificate in Case Management – Specialization in Health Care

Description of Certificate

While there is no complete consensus concerning a definition of case management in health care, or “care coordination,” health care professionals agree there are five common elements:

- Numerous participants are involved
- Participants depend on each other’s knowledge, skills, and services
- Participants require knowledge about their roles and available resources
- Participants exchange information among themselves.
- The ultimate goal is to facilitate the appropriate delivery of healthcare services

The Certificate in Case Management – Specialization in Health Care, developed by experienced professionals collaborating with health care experts, explores the case management process and the skills necessary to manage patient cases.

The Certificate program will equip participants with the essential knowledge, skills, and confidence to meet the diverse needs of patients with special and complex needs while maximizing program efficiencies.

The Certificate in Case Management – Specialization in Health Care is a comprehensive introduction to case management in health care. The program includes both case management theory and evidence-based skills development.



Why Take this Certificate?

Upon completing this Certificate program, participants will:

- Know what case management is, when and why it is used in the health services field, and how it works
- Have the skills necessary to manage client situations
- Feel confident that they can manage client cases in a variety of settings

This Certificate program will benefit those who:

- Want to learn about, improve, or better understand case management
- Want to effectively support patients with complex needs
- Work in voluntary agencies or advocacy groups
- Want to become an effective healthcare worker in the area of case management
- Work in program development



Course Structure

Each module can be delivered either virtually or in person with a variety of learning techniques, including lectures, discussions, case studies, videos, and guest speakers.

A pre-course evaluation will help participants and facilitators understand strengths and learning requirements.

Throughout the course, participants will receive continuous practice on course materials. Mid- and end-of-course evaluations will measure a participant's growth and understanding of core learning targets. Below is an outline of the six modules within the Certificate program:

Day One – Introduction to Case Management

- Introducing the core functions and competencies of case management
- Engagement fundamentals
- Ethics in case management

Day Two – Assessment, Analysis and Planning

- Assessment and analysis fundamentals
- Planning and creating SMART goals
- Clients with complex needs



Day Three – Monitoring and Closure

- Monitoring and closure fundamentals
- Implementation of goals and plans
- Managing change and conflict
- Mid-course evaluation and feedback

Day Four – Building Competency and Practical Applications

- Competency review for skills development
- Communication techniques & styles
- Dealing with difficult clients
- Clients in crisis

Day Five – Planning and Leadership

- Safety planning
- Time management
- Leadership and building group consensus
- Facilitating change

Day Six – Practical Applications and Final Assessment

- Core function applied activities
- Setting personal boundaries and goals
- Self-care and workplace well-being
- Final course evaluation and feedback