

Role of social worker case manager in public health domain

Sushant Dey

Center Manager, Buniyad Kendra, Rajgir, Nalanda, Bihar, India

Abstract

Introduction: Case management is a method which aims for quality care and the continuity of services in our social context of efficiency and effectiveness. Significant organizational change underlies the concept. These changes have an effect not only on care delivery, but also on the people responsible for assuming them. As with clinical care, case managers need information about their clients to successfully meet their needs. Data on income, employment, and housing, for instance, are important for understanding why a client may or may not be adhering to a care plan. Data can also be used collaboratively by case managers with their clients to set goals and measure progress toward attaining them.

Objective: To Discuss qualities of case manager and identify the role of social worker case manager in public health domain.

Conclusion: Case management incorporates the value-based care philosophy of personalized solutions for clients, which in turn improves the likelihood that clients will adhere to care plans. Most importantly, the end result is a better quality of life for the patient.

Keywords: case manager, social work, health domain

Introduction

Case management is a method which aims for quality care and the continuity of services in our social context of efficiency and effectiveness. Significant organizational change underlies the concept. These changes have an effect not only on care delivery, but also on the people responsible for assuming them^[1]. There are three major elements to the coordination role of the case manager: 1) Managerial responsibilities regarding the patient pathway during an episode of care 2). The coordination of the multidisciplinary team. 3) The clinical responsibilities involved in implementing a plan of intervention. In practice, the case manager acts like a catalyst for the team because its various care providers, who belong to a variety of disciplines, need to be mobilized for a common purpose. The case manager is both the eyes and the ears of the patient, his caregivers and his loved ones. As such, she is a valuable source of information for all. The case manager welcomes the patient, develops a partnership with him, gathers relevant information from him and his family, assesses his physical condition, identifies his support network, anticipates care requirements, makes plans for the necessary procedures and initiates them^[1].

Objectives of the Study: i. to develop an understanding of case management as a core component of health sector.

ii. To examine the Roles of social worker case manager in public health domain.

Study setting--Adjoining areas of Bihar Sharif

Methodology- Explorative research methodology has been used to explore role of a social work case manager in changing the health scenario on India society. The paper is designed with secondary source, academic articles, online journals, expert's expressions and self-observations to comprehend and analyse the new wave of social service case manager buffeting the health and quality of life in communities in India.

Aspects of Case Management-case management may be

defined as method which aims for the continuity of services and quality care among specifically identified clientele in a context of efficient, effective and human resource management. Requires a complete and integrated services network. Takes the client in charge in his overall case without fragmenting care. Is focused on the person and his family. Is guided by specific objectives shared by all team members. Is managed using structured, systematic and pluri disciplinary clinical pathway plans^[4].

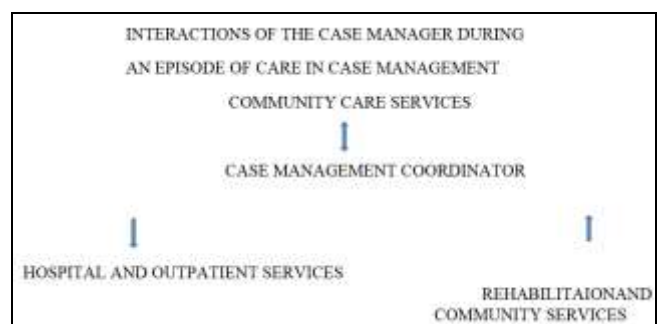


Fig 1

The role of the social worker case manager in health care settings is basically to assist individuals, families in obtaining the required resources & navigating different systems of social service. Case management or care coordination is not the responsibility of the social workers alone but it is a key aspect in the practice of social work. According to the National Association of Social Workers social worker case managers are specially trained people who coordinate care^[2].

Comprehensive care coordination ensures new providers will have all the information needed to make informed care decisions in concert with their patients. Information exchange is critical for bringing important data from outside of clinical settings into a patient's care experience. Housing

status and income, for instance, are not routinely captured at the point of care—but have a profound impact on health ^[3].

The Qualities Required of a Case Manager

At the clinical level¹ sound clinical training and background. Communication, negotiation and problem-solving skills. Ability to educate patients and other care providers, Dexterity, In-depth knowledge of ethics and strength of character required to voice dissidence when necessary.

Case manager must act as a consultant for both them and other professionals. This requires the Case manager to use her communication, negotiation and conflict resolution skills and to be tactful in order to avoid creating rivalries and discontent when requesting the cooperation of others, when encouraging them to participate in the process, and when preparing a performance report about their concerted effort.

The role of the case manager is both that of a negotiator and of an advocator responsible for ensuring that the best interests and rights of the client are upheld, for defending the rights of the client, and for ensuring that the services outlined in the clinical pathway plan are provided. The role of the case manager requires sound knowledge of the ethical dimensions of a given situation, the hospital services involved and the community resources available; it also a capacity for self-affirmation to justify her opinions and to voice her dissidence when needed.

At the multidisciplinary team level ^[5]

The role of case manager is central to the team and requires certain personal abilities. The case manager must be effective at analyzing and summarizing in order to draw out the relevant and irrelevant aspects of the multidisciplinary team, of the patient's case and of his family. This quality is essential in order to develop clinical pathway plans, to gain a general perspective of the situation and to coordinate the care providers involved.

The case manager shows an aptitude for teamwork and a propensity for hosting meetings in health.

Significant leadership and decision-making qualities are at the centre of this role. The case ---manager must be able to assert her convictions, communicate effectively, and get others to adhere to and implement the case management guidelines.

The case manager is also required to show investigative skills in order to oversee, evaluate and correct the implementation of the clinical pathway plans, the quality of care being delivered.

Social Worker Case Manager Role

A social worker case manager handles Collaborating with patients, their families and doctors and coordinating a care plan. Arranging for home health services, transportation, after discharge plan.

Helping patients cope with acute, chronic or terminal illnesses such as AIDS, cancer, Alzheimer's.

Collecting & providing information as regards financial assistance as well as community programs analyzing the mental and physical health of the patients and Counseling patient's individually.

The social worker care manager must strive to build a relationship with the patient and assist in the identified areas of need ^[2].

Conclusion

Social worker Case manager incorporates the value-based care philosophy of personalized solution for clients. it improves the quality of life of patients.

References

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