

# Case Management Bridge Crossings

*Bridging the Chasms of Case Management . . . making it a reality*

*Melanie Prince, Maj., USAF, NC*



*This issue expands on one of the case management trends described in the last Bridge Crossings – advancing the body of knowledge and standards for practice. The focus is on certification and benefits of involvement in professional organizations.*

**A**ccreditation, Certification, Professional Societies! What do these it all mean? In the pursuit of delivering (and seeking) quality health care, these terms become important to understand.



Accreditation is a process of verifying that an **organization** meets a certain set of standards. It is a formal review process to certify that an organization has the necessary structures and processes to provide quality health care and preserve the rights of patients and providers.

Certification is the act of confirming that someone has met a certain set of predetermined criteria by the certifying body. It is a process by which a government or a non-government agency grants recognition to an **individual** who has met certain predetermined qualifications set by the certifying body. In the healthcare industry, licensed professionals demonstrate higher levels of skill and proficiency in specialty areas by attaining national or board certification. The logical next step is active involvement in organizations that reflect the community of professionals with similar skills and certifications.



There are several professional organizations which offer certification vehicles for professionals in the field. Examples of certifications available to case management professionals include:

- **AAOHN** - American Association of Occupational Health Nurses
- **A-CCC** - Continuity of Care Certification--Advanced
- **CCM** - Certified Case Manager
- **CMAC** - Case Management Administrator Certification.
- **CDMS** - Certified Disability Management Specialist
- **CMCN** - Certified Managed Care Nurse
- **COHN** - Certified Occupational Health Nurse
- **CPHQ** - Certified Professional in Health Care Quality
- **CRRN** - Certified Rehabilitation Registered Nurse
- **CMC** - Care Manager Certified
- **CRC** - Certified Rehabilitation Counselor
- **CSWCM** - Certified Social Work Case Manager
- **HCQM** - Health Care Quality and Management
- **RNCM** - Registered Nurse Case Manager

Involvement in organizations such as the Case Management Society of America (CMSA), and specifically in local chapters of organizations such as this, provides an avenue for grassroots involvement and collegial collaboration with case managers practicing in specific locales. Many military case managers are active in both local and national chapters of professional societies. Military case manager involvement in professional societies provides a vehicle for information sharing and futuristic planning across the boundaries of military and civilian healthcare systems. The experience is enrichment for both military and civilian case managers, and this keeps us on the cutting edge of our industry. Benefits of professional organization membership and local involvement include:

- Case management-specific events/activities
- Educational programs
- Opportunities for continuing education credits (a requirement to maintain certification)

- Job recruitment and advertising
- Professional networking

- Career development
- Opportunities to hold for office

The annual **Military Special Interest Group (SIG)** forum for case managers practicing in a military setting will be on Tuesday, June 24, at the National CMSA Conference in San Antonio, Texas. TMA will host a Tri-Service forum to discuss issues facing military case managers and collaborate to create solutions to challenges we face in our unique environment. Forum highlights include:

- **A meeting filled with actionable information to take back to your facilities**
- **The launch of the web-based case management learning module**
- **Copies of your case management newsletter: *Bridge Crossings***
- **A patriotic salute to case management of our war veterans**
- **A case management software demonstration**
- **Door prizes (come early, the first drawing is promptly at 1600!)**

The Military SIG will be held in the San Antonio Convention Center in Room 207A from 1600 -1800. All are welcome to attend! **Admission to the Military SIG is free.**

There is also a military track during the conference on June 26, dedicated to military-specific case management issues. Featured speakers include: Ms. Kathy Hanchek, Managing Challenging Patients in Primary Care Clinic, Ms. Kathleen Sobera and Stephanie Weiss, Meeting Population Health Directives, and Ms. Linda Brown, Navy Global Case Management Program.

**"Coming Soon!"** A call to MTFs for abstracts on disease management programs . . . to be submitted to the Disease Management Association of America (DMAA) for its annual DMAA Awards Program. The Awards program recognizes organizations who demonstrate achievement and excellence in disease management. ☘

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