

EMERGING TECHNOLOGIES AND HEALTHCARE INNOVATION

Abstract

Existing technologies in healthcare, now commonplace, were once novel ideas, care models and devices, and new treatments. Today emerging technologies (ETs) are developed and implemented in healthcare organizations at a rapid rate. Nurses, nurse informaticists, and nurse educators should have a clear comprehension of the role of emerging technology in healthcare to optimize clinical practice. Innovation and innovators are essential to revolutionizing antiquated healthcare business models to offer new products, services, and models to modernize practice and serve the Quadruple Aim better. Divergent collaborations and innovation centers in healthcare organizations provide nurses the opportunity to be champions and early adopters and enforcers of ETs and responsible innovation, thereby improving safety and quality outcomes and promoting health equity. The knowledge of Nurses as innovators will further the impending need of ETs to serve the Quadruple Aim.

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I. INTRODUCTION

Case management in the context of rehabilitation is a collaborative process that involves the assessment, planning, coordination, implementation, and evaluation of services to support individuals with disabilities or chronic health conditions to achieve professional and personal goals while improving their quality of life (Browning et al., 2013). The primary goal of case management in rehabilitation is to promote self-determination and independence by helping individuals access appropriate care, services, and support to address client need, including medical treatment, rehabilitation services, independent living, and community resources (Browning et al., 2013). Case management in rehabilitation is noted as a flexible and patient-centered approach that takes into account the unique characteristics and preferences of each individual and may involve interprofessional collaboration, including other areas of the profession in rehabilitative health sciences, occupational therapy, physical therapy, social worker, and therapeutic counseling.

II. CASE MANAGEMENT DEFINED

The definition of case management has evolved over time, reflecting the vibrant and modernized standards of professional practice (Case Management Society of America [CMSA], 2017). According to Tahan and Treiger (2017), the basic concepts of case management involve timely coordination of quality services in a cost-effective way that promotes positive outcomes. Browning et al. (2013) reflect on case managers in rehabilitation settings, where it is noted that case management definitions reflect working closely with individuals with disabilities to assess needs, develop personalized care plans, monitor their progress, and adjust their rehabilitation plans. Also, practitioners serve as advocates for clients, helping to navigate the healthcare system and access valued resources needed to achieve independence and life goals (Maki & Tarvydas, 2012). By providing comprehensive, coordinated care, case management can make a difference in the quality of service provision, reduce costs, and improve overall client satisfaction.

The role of case managers, which is often referred to as coordinator of services, is to synchronize care across different settings and providers, thereby helping clients navigate the healthcare system, while advocating for their preferences and needs (CMSA, 2021). Case managers work closely with clients and their families to assess their individual needs, develop personalized care plans, monitor progress, and adjust plans when needed or determined necessary (CMSA, 2021). By providing holistic, patient-centered care, case management can improve the health outcomes of individuals with complex healthcare needs and reduce healthcare costs (Cesta & Flanagan, 2019; Frankel et al., 2019).

One of the key components of case management is assessment, which involves gathering information about the client's medical, social, and psychological needs. This information is used to develop a personalized care plan that addresses the client's unique needs and goals. The care plan is developed in collaboration with the client and their family, and it outlines the specific services and resources that the client needs to achieve their goals. A study published in the *Journal of Gerontological Nursing* found that a comprehensive assessment is essential for effective case management and that it leads to improved outcomes for clients (Schober et al., 2018).

Another critical component of case management is treatment planning. Once the client's needs have been assessed, a treatment plan is developed that outlines the specific services and resources that the client needs to achieve their goals. The treatment plan is developed in collaboration with the client and their family, and it is regularly reviewed and updated to ensure that it remains appropriate and effective. A study published in the Journal of the American Medical Directors Association found that a comprehensive treatment plan leads to improved outcomes for clients, including reduced hospitalizations and improved quality of life (Nakamura et al., 2020).

Rehabilitation case management is a specialized form of case management that focuses on providing coordinated and integrated services to individuals with disabilities or chronic health conditions. It involves working with clients to identify their needs, goals, and barriers to achieving those goals and developing a personalized plan to help them achieve maximum independence and functioning. The rehabilitation case manager acts as an advocate and liaison between the client, their family, and other service providers to ensure that the plan of care is implemented effectively and that the client receives the services and resources they need to achieve their goals.

Case management is a critical component of rehabilitation and healthcare delivery that seeks to provide comprehensive, coordinated, and patient-centered care to individuals with complex healthcare needs. It involves the assessment, planning, coordination, and monitoring of services and resources to meet the client's unique needs and goals. The continued growth and development of case management services are necessary to meet the evolving healthcare needs of the population and to achieve the goal of a high-performing healthcare system.

III. CASE MANAGEMENT FUNCTIONS

Case management is a critical process for providing high-quality care to individuals with complex healthcare needs. Case management functions include outreach to clients, assessment of needs, treatment planning, and linking for appropriate services. Outreach is an essential component of case management, as it enables case managers to identify individuals who may benefit from case management services. A study conducted by the American Public Health Association found that outreach interventions for individuals with chronic conditions were effective in improving health outcomes, reducing hospitalization rates, and increasing adherence to care plans (Brown et al., 2003).

Assessment of needs is another vital function of case management. It involves identifying the client's unique health, social, and economic needs, as well as their strengths and abilities. A comprehensive assessment of needs is crucial for developing a personalized plan of care that meets the client's specific needs and goals. A study published in the BMC Geriatrics found that a comprehensive assessment of needs for older adults led to better health outcomes, increased adherence to care plans, and reduced healthcare costs (Wong et al., 2022).

Treatment planning is a critical component of case management that involves developing a plan of care based on the client's needs and goals. Treatment plans typically include specific interventions, such as medications, therapies, and social support services. Case managers work closely with clients and their families to develop a personalized plan that addresses their unique needs and goals. A study conducted by the Journal of General Internal Medicine

found that comprehensive treatment plans led to improved patient outcomes, reduced healthcare costs, and increased patient satisfaction (Tang et al., 2017).

Finally, linking for appropriate services is a crucial function of case management that involves connecting clients with appropriate resources and services. Case managers work closely with community organizations, healthcare providers, and social service agencies to ensure that clients have access to the services they need to achieve their goals. A study conducted by the Worldviews on Evidence-Based Nursing found that linking for appropriate services led to improved patient outcomes, increased adherence to care plans, and reduced healthcare costs (Connor et al., 2023).

In conclusion, case management functions play a crucial role in ensuring that individuals with complex healthcare needs receive high-quality, comprehensive care. Outreach to clients, assessment of needs, treatment planning, and linking for appropriate services are all essential components of case management that help to improve health outcomes, reduce healthcare costs, and increase patient satisfaction (see Figure 1.1).

1. Outreach to Clients: Outreach is a critical component of effective case management. Outreach refers to the process of identifying and engaging individuals who may benefit from case management services. According to the Substance Abuse and Mental Health Services Administration (SAMHSA), outreach can involve a variety of activities, such as conducting community presentations, distributing information, and conducting screening and assessment activities (SAMHSA, 2017). Outreach is essential for identifying and engaging individuals who may be reluctant to seek services on their own, such as those who are homeless, who have a mental health disorder, or are involved in the criminal justice system.

Successful case management and outreach require a collaborative and client-centered approach. According to the CMSA, effective case management involves building a trusting relationship with the client, engaging them in the process, and empowering them to take an active role in their care (Morley, 2023). Outreach efforts must also be tailored to meet the unique needs and circumstances of the target population. By working collaboratively with clients and tailoring outreach efforts to meet their needs, case managers can help individuals access the resources and support they need to achieve their goals and improve their overall well-being.

Outreach and rehabilitation are complex processes that involve a wide range of services and resources. Case management is a critical function in rehabilitation, helping to ensure that individuals with disabilities or injuries receive the appropriate care and support they need to achieve their goals. Outreach to clients is an essential aspect of case management in rehabilitation, as it helps to identify individuals who need services and engage them in the process of care. Rehabilitation counselors and case managers may use a variety of outreach strategies, including community events, advertising, and targeted referrals, to connect with individuals and families who may benefit from their services (National Rehabilitation Association, 2015).

Outreach to clients is particularly important in rehabilitation because many individuals with disabilities or injuries may be hesitant to seek out services. They may feel

stigmatized or embarrassed about their condition, or they may not know where to turn for help. Re- habilitation counselors and case managers can play a critical role in reaching out to these individuals, building trust and rapport, and providing them with the support they need to overcome their barriers and achieve their goals (Tennant et al., 2015). Additionally, outreach helps to identify individuals who may benefit from rehabilitation services and connect them with appropriate resources. Rehabilitation counselors are often responsible for conducting outreach activities to raise awareness of the availability of rehabilitation services and educate⁴ individuals about the benefits of rehabilitation. By reaching out to clients in need, rehabilitation counselors and case managers can help ensure that clients receive the care and support they need to achieve their goals and improve their quality of life (Roessler et al., 2018).

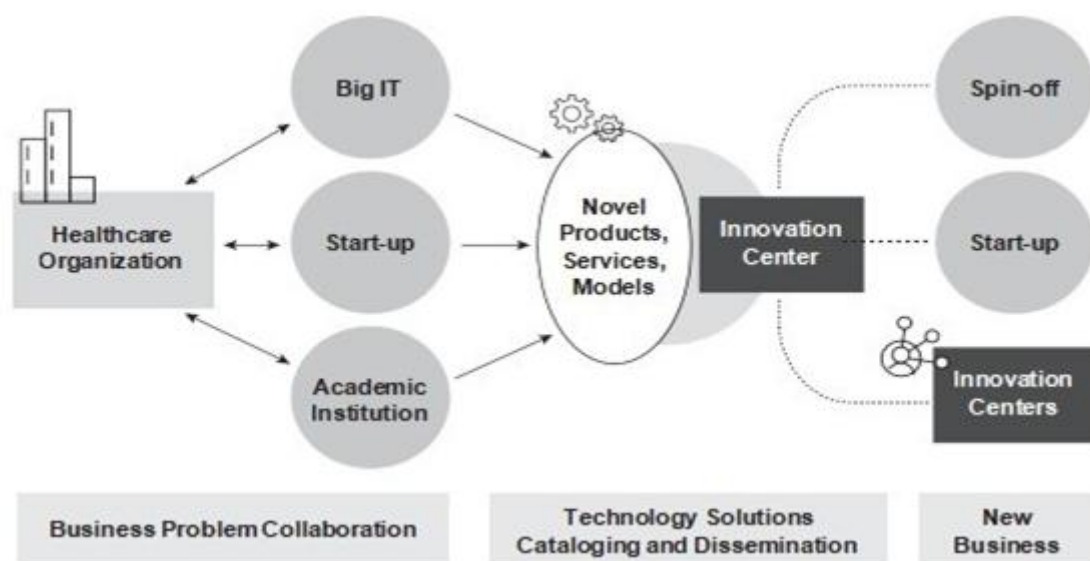


Figure 1: The Process of Divergent Collaborations

Rehabilitation counselors also play a critical role in building relationships with clients and establishing trust, which can help to improve client engagement and adherence to treatment plans. By working collaboratively with clients to develop personalized plans of care, rehabilitation counselors can help clients feel empowered and invested in their own recovery. Case managers can then support these efforts by linking clients to appropriate services and resources and providing ongoing support and communication. By building strong relationships with clients and ensuring that they receive comprehensive and coordinated care, rehabilitation counselors and case managers can help clients improve independence.

Cultural competence and sensitivity are also essential for effective outreach, ensuring that all individuals have access to the care and support they need to achieve their goals and improve their quality of life. Effective outreach to clients requires cultural competence and sensitivity to the unique needs and experiences of different populations. Rehabilitation counselors and case managers must be aware of cultural, linguistic, and socioeconomic barriers that may prevent individuals from accessing rehabilitation services and work to address these barriers in their outreach efforts. By providing

outreach that is inclusive and accessible to all individuals, regardless of their background, rehabilitation counselors and case managers can help ensure that everyone has the opportunity to benefit from rehabilitation services and support (Leahy et al., 2019; Mullahy, 2010).

In summary, rehabilitation counselors play a critical role in providing outreach to clients, working to identify individuals who may benefit from rehabilitation services, and connecting them with appropriate resources. By building relationships with clients, establishing trust, and working collaboratively to develop personalized plans of care, rehabilitation counselors can improve client engagement and adherence to treatment plans. Case managers can support these efforts by linking clients to appropriate services and resources and providing ongoing support and communication while working with other service providers, such as physical therapists, occupational therapists, and physicians, to develop and implement care plans that address the individual's needs and goals. Also, they may provide education and support to individuals and families, empowering them to take an active role in their own care. By performing these functions, case managers in rehabilitation can support individuals with disabilities or injuries to achieve optimal outcomes and improve their quality of life (Brown & Jason, 2017; Fadyl & McPherson, 2009; O'Connor & Gardner, 2019; Vos et al., 2019).

2. **Assessment of Needs:** Assessment of needs is a crucial aspect of case management. It involves evaluating an individual's current situation and identifying their specific needs, which can then inform the development of a tailored service plan. Chan and Leahy (2013) outline assessment as the first step in case management, and it involves gathering and analyzing information to identify the individual's strengths, challenges, and resources. The assessment process may involve various methods such as observation, interviews, and standardized assessments.

Assessment of needs helps case managers to better understand the client's unique circumstances and develop an appropriate service plan. According to the American Public Human Services Association (APHSA), the assessment process involves gathering information about the client's physical, emotional, social, and economic needs, as well as their strengths and resources (APHSA, 2013). This information can help case managers identify potential barriers to care and develop a plan that addresses the client's needs and goals.

Case managers can use various assessment tools to identify a client's needs. For example, the SAMHSA recommends using standardized assessments to identify behavioral health needs, such as mental health and substance use disorders (SAMHSA, 2017). Standardized assessments are structured questionnaires that help to identify specific problems, symptoms, or behaviors that may indicate the need for further assessment or treatment.

The assessment process also involves identifying the client's strengths and resources. According to various authors, identifying and building on client strengths is an essential component of effective case management (Bond et al., 2012; Lashley, 2018; Rap et al., 2010). This involves looking beyond the client's challenges and identifying their unique abilities and resources that can be leveraged to support their care. Identifying client

strengths can help to build a positive relationship between the client and case manager and increase the client's motivation to engage in the case management process.

Assessment of needs occurs throughout the case management process and is a critical component to successful rehabilitation outcomes. The assessment of needs in rehabilitation involves a holistic approach that considers all aspects of the individual's well-being. Rehabilitation professionals may use a variety of assessment tools, including standardized tests, clinical evaluations, and interviews, to evaluate an individual's needs and develop a personalized plan of care. The assessment process helps to identify the individual's strengths and limitations and develop an integrated care plan that addresses all aspects of their needs. This approach ensures that the individual receives comprehensive and coordinated care that supports their recovery and maximizes their potential for independence and success (Hagar, 2013; Haggans, 2023).

Rehabilitation case managers work with other healthcare providers, including physicians, physical therapists, and occupational therapists, to gather information about the individual's condition and develop an integrated care plan to ensure that the individual receives the appropriate interventions and services to support their recovery and improve their overall quality of life (Lamper et al., 2021). This interdisciplinary approach helps ensure that the individual receives comprehensive and coordinated care that addresses all aspects of their needs (American Counseling Association, 2014; O'Connor & Gardner, 2019).

Case management in rehabilitation counseling also involves ongoing assessment and modification of the care plan as the individual progresses, as client's needs may change over time. Rehabilitation counselors and case managers ongoingly evaluate the individual's progress and modify the care plan when needed to ensure appropriate services and support goal achievement.

In conclusion, the assessment of needs is a critical component of case management that helps to identify the client's specific needs, strengths, and resources. By identifying the client's needs and resources, case managers can develop tailored service plans that address the client's goals and barriers to care. Assessment occurs throughout the case management process, and case managers should regularly review and adjust the service plan to ensure that it remains appropriate for the client's needs.

- 3. Treatment Planning:** Case management is a critical aspect of healthcare that involves coordinating care and services for individuals with complex medical and social needs. One of the essential functions of case management is developing a treatment plan that addresses the client's specific needs and goals. The National Association of Social Workers (NASW) identifies treatment planning as a critical component of case management, and it involves developing a plan that is tailored to the individual's unique needs and preferences (NASW, 2018).

The treatment planning process in rehabilitation counseling involves a person-centered approach that considers the individual's preferences, strengths, and limitations. Rehabilitation counselors work with the individual to identify their goals and develop a plan of care that addresses their needs and preferences. The plan outlines interventions

and services that the individual will receive and identifies the goals and objectives of treatment. Additionally, the plan typically involves multiple goals and objectives, each with specific actions, timelines, and desired outcomes. According to Grubbs et al. (2006), a good treatment plan should be “SMART”—Specific, Measurable, Attainable, Relevant, and Time-scheduled. This helps to ensure that the treatment plan is achievable, realistic, and aligned with the client’s needs and goals.

In addition to identifying appropriate interventions and services, treatment planning also involves coordinating care and services across multiple providers and settings. The case manager is responsible for coordinating the delivery of services, monitoring the individual’s progress, and modifying the care plan as needed. By performing these functions, case managers in rehabilitation can support individuals with disabilities or injuries achieve optimal outcomes and improve their quality of life. (Grubbs et al., 2006; Higginbotham & Hundley, 2019; Iwanaga & Chan, 2017; Roessler et al., 2018; Simon, 2014). According to the American Case Management Association (ACMA), care coordination is a critical function of case management, and it involves linking the client with appropriate services, providers, and resources (ACMA, 2017). Effective care coordination requires collaboration and communication among providers, including physicians, nurses, social workers, and other healthcare professionals.

Treatment planning also involves regular monitoring and evaluation of the client’s progress. The importance of ongoing assessment and modification of the care plan in case management has been highlighted in the literature. According to Minkoff and Cline (2004), ongoing assessment is necessary to ensure that the individual receives appropriate services and support to achieve their goals and improve their quality of life. This is in line with the National Council for Behavioral Health’s recommendation that the treatment plan should be reviewed and updated regularly (National Council for Behavioral Health, 2020). This may involve regularly measuring and evaluating the client’s outcomes, adjusting interventions and services as needed, and communicating with the client and their caregivers to ensure that the treatment plan remains appropriate.

Moreover, ongoing assessment is also essential to identify potential issues and address them before they become significant problems. As noted by Allen and Petr (1996), regular assessment can help to identify changes in the client’s needs, preferences, and circumstances, which may require modifications to the treatment plan. Furthermore, ongoing assessment can also help to ensure that the client’s goals are still relevant and achievable. As noted by O’Donnell and Gordon (2011), ongoing assessment can help to identify changes in the client’s circumstances or preferences that may require a revision of their goals or the development of new ones. This is also supported by the Commission on Rehabilitation Counselor Certification’s Code of Professional Ethics, which states that rehabilitation counselors should work collaboratively with clients to set appropriate goals and regularly assess their progress toward achieving them (Commission on Rehabilitation Counselor Certification, 2017).

In conclusion, treatment planning is a critical component of case management that involves developing a tailored plan that addresses the client’s specific needs and goals. Treatment planning includes identifying appropriate interventions and services, coordinating care and services across multiple providers and settings, and regularly

monitoring and evaluating the client's progress. By developing a comprehensive treatment plan, case managers can help ensure that clients receive the right care and services to achieve their goals and improve their health outcomes.

- 4. Linking or Referring for Appropriate Services:** Linking or referring individuals to appropriate services is an essential function in counseling, healthcare and other human services. This involves identifying the needs of the individual, assessing their strengths and limitations, and identifying appropriate services that can meet their needs. For example, a case manager working with an individual with a mental health diagnosis may create a referral to a therapist or psychiatrist for treatment (National Council for Behavioral Health, 2018).

In addition to linking or referring individuals to appropriate services, case managers also play a crucial role in monitoring the quality and effectiveness of these services. This involves regular check-ins with the individual to ensure that they are receiving the services they need and that these services are meeting their needs. Case managers may also coordinate services and communicate with other service providers to ensure that care is comprehensive and consistent (National Council on Aging, 2015).

Another important function of case management is advocating for the individual. Case managers serve as the voice of the individual, ensuring that their needs and goals are being heard and addressed. They may work with other service providers to ensure that the individual's rights are being respected and that they are receiving appropriate care. This advocacy role is essential for vulnerable populations, such as children, elderly individuals, and individuals with disabilities (Mauk, 2018).

Rehabilitation professionals utilize a variety of referral resources when linking individuals with individualized services. Also, case managers provide education, training, and support to individuals and families, empowering them to take an active role in their own care. They may provide information regarding available services and community resources, educate individuals on how to access these resources, and provide support as individuals navigate the healthcare and social service systems (Schuck et al., 2023). The case manager is responsible for coordinating the delivery of services from community rehabilitation providers, monitoring the individual's progress, and modifying the care plan as needed in collaboration with the referral source. By working collaboratively with other health-care providers and community rehabilitation providers/organizations, case managers in rehabilitation can ensure that the individual with a disability or co-occurring condition receives comprehensive care that supports and maximizes their potential for independence and success (Anastasi & Zammit, 2022; Crawford et al., 2012; Rapp et al., 2010).

Rehabilitation counselors use a variety of counseling and psychotherapeutic techniques to help individuals with disabilities or injuries achieve their goals and improve their quality of life. These techniques may include vocational counseling, cognitive behavioral therapy, psychoeducation and medical services, vocational services, or community-based services to support rehabilitation and improve outcomes. Rehabilitation counselors may also provide education and support to the individual and their family, empowering them to take an active role in their own care. The case manager is responsible for coordinating

the delivery of services and linking the individual to appropriate resources, such as vocational rehabilitation services, job training programs, or community-based services. By working collaboratively with other healthcare providers and community organizations, case managers and rehabilitation counselors can ensure that the individual receives comprehensive and coordinated care that supports their recovery and maximizes their potential for independence and success (O'Connor & Gardner, 2019).

Finally, case management involves documentation and record-keeping. Case managers must maintain accurate and up-to-date records of the individual's care and progress. Documentation is essential for ensuring that the individual receives appropriate care, for communicating with other service providers, and for billing and reimbursement purposes (Mullahy, 2010). This area of coordination will be explored more extensively in Chapter 8, with emphasis placed on aspects such as recording for effective and professional practice.

IV. CASE MANAGEMENT TASKS AND RESPONSIBILITIES

Case management is a complex process that involves a variety of tasks and responsibilities to help individuals navigate the healthcare system and access the resources they need to achieve their goals. Some of the key tasks and responsibilities of case management include assessment of needs, treatment planning, linking individuals to appropriate services and resources, monitoring progress, and advocacy (Browning et al., 2013). Case managers may also be responsible for coordinating care between different healthcare providers, managing medication regimens, connecting with community rehabilitation providers, and providing support and counseling to individuals and their families (Browning et al., 2013).

Case management is a collaborative process that helps individuals access necessary resources and services to achieve their goals. The case manager is responsible for performing a range of tasks that support the individual's care, including assessment, planning, linking to services, monitoring progress, and advocacy (CMSA, 2017). Effective case management requires a deep understanding of an individual's needs, goals, and limitations, as well as the ability to navigate complex systems to obtain necessary services.

In addition to these clinical tasks, case management may also involve administrative responsibilities, such as maintaining records and documentation, coordinating referrals, and managing budgets and resources (Miller, 2013). Case managers may also be responsible for ensuring compliance with relevant laws and regulations, such as Health Insurance Portability and Accountability Act (HIPAA) and Medicaid (Miller, 2013). Effective case management requires a high level of organizational and communication skills, as well as the ability to work collaboratively with a variety of stakeholders, including healthcare providers, social service agencies, and insurance companies (Rawlins-Alderman & Dunn, 2015).

Overall, case management is a multifaceted process that involves a variety of tasks and responsibilities to support individuals with a wide range of needs (see Figure 1.2). By providing comprehensive, coordinated care, case management can help individuals achieve their goals and improve their quality of life. However, effective case management requires a high level of skill and expertise, as well as a commitment to working collaboratively with individuals, families, and other stakeholders to ensure that they receive the care and support they need.

- 1. Monitoring:** Monitoring is an essential component of effective case management, as it ensures that the care plan remains relevant and effective over time. The case manager must remain vigilant to the individual's changing needs, adjusting the care plan as necessary to ensure that it continues to meet their goals and objectives (Morrison et al., 2017). Monitoring may involve regular check-ins with the individual, ongoing communication with service providers, and tracking the individual's progress over time.



Figure 2: The Quadruple Aim Framework

One of the primary responsibilities of the case manager is to advocate for the individual, ensuring that they receive the necessary services and support to achieve their goals. Advocacy can take many forms, from navigating complex systems, to obtaining necessary services, to ensuring that the individual's rights are protected (CMSA, 2017). Monitoring and advocacy are closely related, as effective monitoring often requires the case manager to be an effective advocate for the individual. For example, if the individual's needs are not being met or their progress is stalling, the case manager may need to intervene on their behalf, advocating for additional services or resources to support the individual's progress (Morrison et al., 2017). Effective monitoring and advocacy are critical to the success of the case management process, as they help ensure that the individual receives the necessary support and services to achieve their goals.

The case manager must be an effective communicator, able to articulate the individual's needs and goals to service providers, healthcare professionals, and other stakeholders. Therefore, it is crucial for healthcare providers and policy makers to invest in case management monitoring and rehabilitation programs to improve the health outcomes and quality of life of clients.

- 2. Confidentiality:** Maintaining confidentiality is an essential component of case management, as it ensures that the individual's privacy and personal information are protected. The case manager must ensure that all personal information is kept confidential and that only authorized individuals have access to the individual's records (CMSA, 2017).

Confidentiality is critical to establishing and maintaining trust between the individual and the case manager and is essential for effective communication and collaboration. Case management confidentiality is a crucial aspect of the rehabilitation process to ensure that the client's personal and health-related information remains private and secure. Case managers must adhere to strict confidentiality policies and procedures, including obtaining written consent from the client before disclosing any information. The confidentiality of client information helps to build trust and maintain a positive therapeutic relationship between the client and case manager. It also ensures that the client's personal information is not disclosed to unauthorized individuals or third parties, which can potentially harm the client's reputation or lead to discrimination. Therefore, it is essential for case managers to uphold strict confidentiality standards to protect the privacy and dignity of their clients.

Confidentiality also plays a role in ensuring that the individual's needs are met. By maintaining the confidentiality of the individual's information, the case manager can work with service providers and healthcare professionals to develop a comprehensive care plan that takes into account the individual's unique needs and circumstances (Morrison et al., 2017). The case manager must ensure that all service providers are aware of and committed to maintaining confidentiality and that all necessary steps are taken to protect the individual's personal information.

According to the National Council on Disability (2012), confidentiality is a critical component of case management for individuals with disabilities. The council emphasizes the importance of informing clients about their rights to privacy and ensuring that any information obtained during the rehabilitation process is used only for the purposes of providing quality care. The council also recommends that case managers undergo regular training on confidentiality and privacy laws to stay up-to-date with current policies and procedures. Overall, maintaining confidentiality in case management is crucial to ensuring that clients receive the best possible care without the fear of their personal and health-related information being disclosed without their permission.

Confidentiality is a critical aspect of healthcare that ensures the privacy and protection of patients' personal and health-related information. In rehabilitation, confidentiality is essential to establish trust and maintain a positive therapeutic relationship between the client and healthcare provider. Clients need to feel that they can trust their healthcare provider with their sensitive information without the fear of it being disclosed to unauthorized individuals or third parties. When confidentiality is maintained, patients are more likely to share accurate and complete information, leading to better diagnoses, treatment, and outcomes.

The importance of confidentiality in rehabilitation is highlighted in several laws and regulations, such as the HIPAA and the Americans with Disabilities Act (ADA). These laws mandate that healthcare providers protect the confidentiality of patient information and disclose it only when necessary or with the patient's consent. Additionally, professional organizations, such as the American Psychological Association (APA) and the NASW, have ethical codes that require their members to uphold confidentiality standards. Therefore, healthcare providers must be aware of these laws and ethical codes and take appropriate measures to protect their patients' confidentiality. However, it is also

critical to remember that there are situations in which confidentiality must be breached, such as when the individual is at risk of harm or when required by law. In these situations, the case manager must carefully balance the individual's right to privacy with their duty to protect the individual and others from harm (CMSA, 2017). The case manager must be familiar with the legal and ethical guidelines for confidentiality and be able to make informed decisions that prioritize the individual's safety and well-being.

- 3. Counseling and Information:** Counseling and provision of information are key tasks in case management that aim to provide clients with emotional and psychological support to help them cope with challenges and achieve their goals. General counseling can take many forms, including individual therapy, group therapy, and family therapy. Additionally, counseling involves providing emotional and psychological support to clients who may be struggling with mental health issues or coping with a traumatic event. Case managers help clients identify their strengths and weaknesses, set realistic goals, and develop strategies to overcome any barriers to their rehabilitation. Providing information is also a crucial task in case management, as clients may require information about available services, community resources, and their legal rights. Case managers must provide clients with accurate and up-to-date information to help them make informed decisions about their healthcare and rehabilitation. Case managers who provide counseling must have strong communication and interpersonal skills to build trust and rapport with clients. They must also have a solid understanding of various counseling techniques and modalities to tailor the counseling to the client's unique needs.

Studies have shown that counseling can be an effective component of case management, leading to better mental health outcomes and improved rehabilitation outcomes. For example, a study by Berger et al. (2011) found that counseling and support services provided by case managers improved the mental health and well-being of clients with chronic illness. The study showed that clients who received counseling had better symptom control, fewer hospitalizations, and improved quality of life. Similarly, various studies found that counseling and support services provided by case managers improved the physical and mental health of clients with chronic conditions, demonstrating that clients who received counseling had better medication adherence, improved health status, and higher levels of satisfaction with their care (Bickman et al., 2010; Herman et al., 2016; Levit et al., 2017). Counseling and information are critical tasks in case management that help clients access the necessary resources and support to achieve their rehabilitation goals. Providing emotional and psychological support, as well as accurate and timely information, are essential to building a positive therapeutic relationship between the client and case manager.

By providing these services, case managers can help clients overcome barriers to their rehabilitation and achieve better health outcomes.

In conclusion, counseling and the provision of information are important tasks in case management that can lead to better mental health outcomes and improved rehabilitation outcomes. Case managers who provide counseling must have strong communication and interpersonal skills and a solid understanding of various counseling techniques and modalities. By providing emotional and psychological support, case managers can help clients cope with challenges and achieve their goals.

QUESTIONS FOR DISCUSSION

1. What is the importance of the case management process in the field of rehabilitation?
2. Why is it important to develop effective case management skills when focusing on work with clients, services, and community resources?
3. What is the impact of case management when focusing on goal setting and client movement through the rehabilitation process?
4. Describe situations in an agency setting in which you might utilize the case management functions of outreach, assessment, treatment planning, and linking for appropriate services.
5. Why is it important to understand the tasks and responsibilities of the case manager?
6. When considering tasks and responsibilities of the case manager, which would be difficult for you as a case manager? Which would you feel would fit your skills, abilities, and personality?
7. Why is confidentiality important in the case management process?
8. Compare and contrast the tasks and responsibilities of the case manager.
9. Why do you feel so many stages are involved in the case management process?
10. Now that you have completed your chapter on case management, what can you conclude about the definition of case management and impact on provision of services in the field of rehabilitation?

PUTTING IT INTO PRACTICE

Ask yourself these questions to target issues or concerns with case management.

1. Are specialized strengths among counseling professionals crucial for effective case management in rehabilitation settings, particularly when working with individuals with disabilities in inter professional environments? Is it necessary for case managers to excel in all aspects of case management to achieve success?
2. As a rehabilitation case manager, what are the key components of your daily work. such as counseling, paperwork, referrals, or other tasks? How do these core aspects influence your productivity and outcomes on a daily basis?
3. How can professionals integrate various aspects of case management while staying true to their unique personal styles of handling cases? Could it become necessary to evaluate your personal style to critically look at case management outcomes?

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