

CASE MANAGEMENT

UNIT CODE: COD/CU/SW/SR/11/6/A

Relationship to Occupational Standards

This Unit addresses the unit of competency: conduct case management

Duration of Unit: 120 Hours

Unit Description

This unit describes the competencies required to conduct case management. It involves initiating case management process, creating client confidence, identifying client's problems/needs, developing case management plan, mobilizing case management resources and executing case management plan. It also entails conducting case management follow up and monitoring, evaluating case management outcomes, preparing case management report, disengaging case management process and finalizing or referring case management.

Summary of Learning Outcomes1.

1. Initiate case management process
2. Create client confidentiality.
3. Identify Clients Problems/Needs
4. Develop Case Management Plan
5. Mobilize Case Management Resources
6. Execute Case Management Plan
7. Conduct Case Management follow up and monitoring
8. Evaluate case management outcomes
9. Prepare case management report
10. Disengage case management process
11. Finalize or refer case management

Learning Outcomes, Content and Methods of Assessment

Learning Outcomes	Content	Methods of Assessment
1. Initiate case management process	<ul style="list-style-type: none">• Meaning and importance of case management• Principles of case management	<ul style="list-style-type: none">• Case studies• Observation• Written tests• Assignments• Supervised exercise

	<ul style="list-style-type: none"> • Categories of cases • Case work • Development of case management • Public awareness on case management 	Simulations
2. Create client confidentiality.	<ul style="list-style-type: none"> • Meaning and importance of client confidentiality • Conduct of the intake session • Intake session report 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise <p>Simulations</p>
3. Identify Clients Problems/Needs	<ul style="list-style-type: none"> • Importance of identifying client's needs /problems • Development of assessment plan and tools for client's needs • Assessment and analysis of client's needs • Client assessment report 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
4. Develop Case Management Plan	<ul style="list-style-type: none"> • Meaning and importance of a case management plan • Identification of client's needs from the assessment report • Formulation of intervention measures • Clients roles in the 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations

	<p>case management process</p> <ul style="list-style-type: none"> • Identification of resources required • Establishment of timelines in case management 	
5. Mobilize Case Management Resources	<ul style="list-style-type: none"> • Mapping of relevant stakeholders • Resource mobilization among stakeholders • Development of the stakeholders directory • Planning and review meetings 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
6. Execute Case Management Plan	<ul style="list-style-type: none"> • Case management planning meetings • Allocation of resources • Implementation of the case management plan 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
7. Conduct Case Management monitoring	<ul style="list-style-type: none"> • Importance of monitoring in case management • Formulation of a monitoring plan • Implementation of the monitoring plan • Implementation of report recommendations 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
8. Evaluate case management outcomes	<ul style="list-style-type: none"> • Importance of evaluation in case management • Formulation of an 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments

	<p>evaluation plan</p> <ul style="list-style-type: none"> • Development and administration of evaluation tools • Analysis of findings 	<ul style="list-style-type: none"> • Supervised exercise • Simulations
9. Prepare case management report	<ul style="list-style-type: none"> • Development of a case report; • Collection of relevant information for report writing • Preparation of a financial report • Consolidation of the final case management • Sharing of the case management report to relevant stakeholders 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
10. Disengage case management process	<ul style="list-style-type: none"> • Meaning and importance of disengagement in case management • Formulation of an exit strategy • Implementation the exit strategy • Review of the exit strategy • Preparation of the disengagement report 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
11. Finalize or refer case management	<ul style="list-style-type: none"> • Termination process in case management • Conduct of termination session • Review and referral 	<ul style="list-style-type: none"> • Case studies • Observation • Written tests • Assignments • Supervised exercise

	of individual case plans	• Simulations
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Suggested Methods of Instruction

- Group discussions and presentations
- Demonstration by trainer
- Practical work by trainer
- Exercise
- Field work
- Resource persons
- Role play

Recommended resources

- Video cameras
- Tablets
- Smart phones
- SD cards and card readers
- TFT screen
- Recorders
- Private counselling office

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