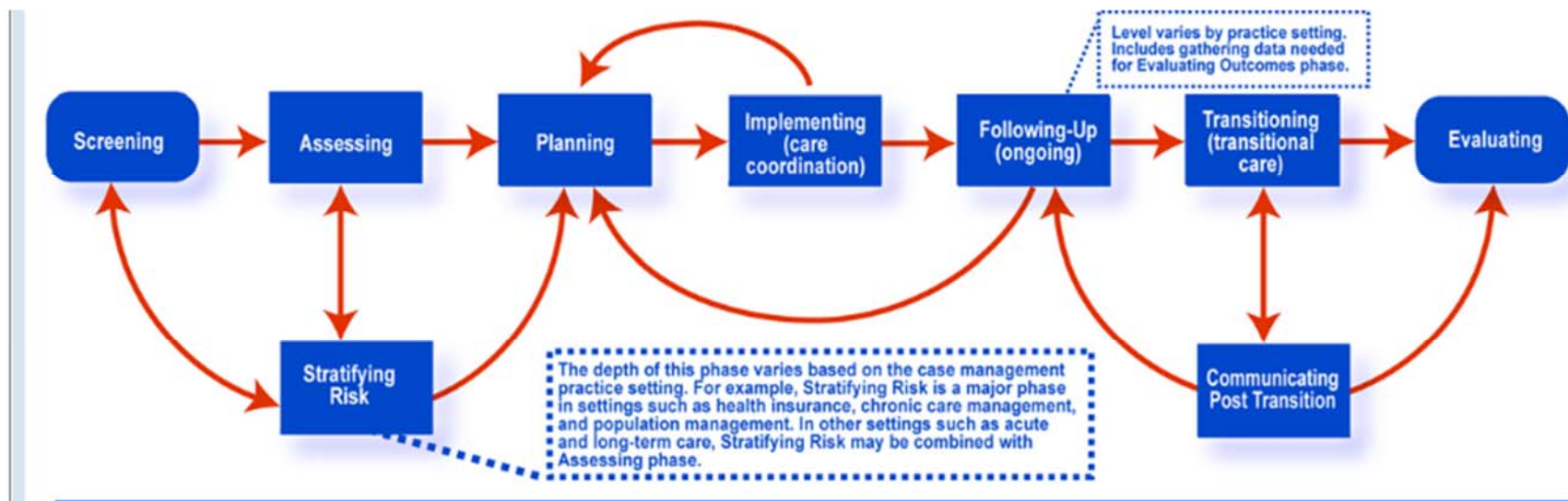




Our training uses the Commission of Case Management Certification (CCMC) approach and process. This serves as a prerequisite for individuals and or organizations considering certification.

As the diagram above depicts the major steps are:

Screening - translated to Primary Care Delivered Care Management (PDCM) as patient selection

Assessing – serves as the platform for the care plan

Planning – creation of a care plan that considers behavioral, medical and social issues that addresses safety, patient desire, and risk

Implementation – incorporates care coordination needs and prepares the patient and care manager for follow-up

Follow-up – ongoing monitoring to re-assess the effectiveness and relevance of the care plan - adjusting as needed

The cycle from implementation is:

Follow-up – adjusting the plan as needed – implementing – follow-up until the decision is made to transition

Transition – translated to case closure in the provider delivered care management terms. We could use transition vs. case closure

The last step is evaluation of the overall process: right targeted population – accurate assessment – effective plan – effective implementation