

# Enhancing capability and capacity in case management practice in New Zealand

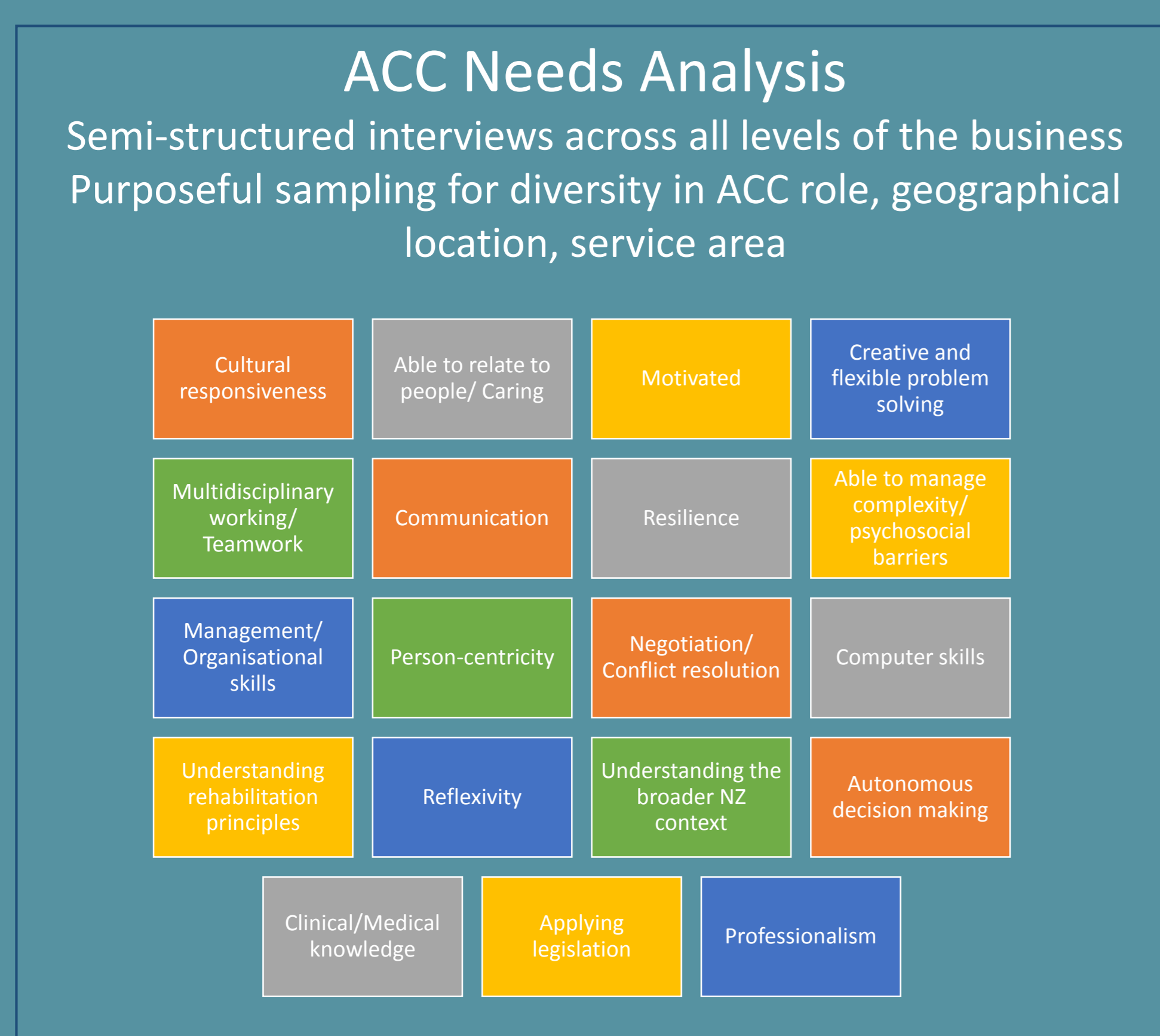
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## Background

- Case managers may play a critical role in achieving good outcomes for clients.
- There is complexity inherent in the case management role, such as:
  - Ideals of client-centricity can be in tension with fiscal responsibility and legislative requirements
  - They may hold multiple, sometimes competing roles
  - The role is embedded within a multidisciplinary team with a diversity of needs
- The role requires an advanced set of skills and knowledge
- Despite this, many case managers come into the role with no prior experience or qualification
- Capability building for case management staff has the potential to have a positive impact on both job satisfaction and outcomes for clients

**Our aim: To work in partnership with the Accident Compensation Corporation (ACC) to enhance capability and capacity of their case managers by developing and delivering a tailored programme of study**



## Guiding Principles

*A case manager will:*

- Use a client-centric, collaborative, partnership approach
- Facilitate self-determination and self-management
- Practice cultural competence, with awareness and respect for diversity
- Assist with navigating the health and social care system across the continuum of care
- Act ethically and professionally
- Integrate behaviour change principles in practice
- Work effectively within a multidisciplinary team including all key stakeholders
- Be aware of and work effectively within the health, social and legislative context
- Use an approach informed by contemporary understandings of disability and rehabilitation
- Promote use of evidence-based practice

## GradCertHSc

Up to 2 years part time

- Rehabilitation and Participation
- Clinical Foundations for Case Management Practice
- Advocacy and Dispute Resolution
- Complexities in Case Management Practice

## GradDipHSc

Up to 3 years part time

- GradCertHSc papers
- Methods of Research Inquiry
- Enabling Systems Change
- Case Management and Human Behaviour
- Special Topic

## PGCertHSc

Up to 2 years part time

- Concepts of Rehabilitation
- Vocational Management and Rehabilitation
- Advanced Case Management Practice

## PGDipHSc

Up to 3 years part time

- PGCertHSc papers
- Integrative Research
- Practice Reality
- Optional paper from ACC pre-approved menu
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## Progress to date

- 29 ACC case managers have graduated: 18 GradCertHSc, 11 PGCertHSc
- 32 currently enrolled
- Feedback from students and their managers indicate the majority perceive the programme to be *relevant*; has resulted in them *making changes to their practice* and *lifted capability*
- Qualitative themes include: *feeling empowered, taking time to think and reflect, and seeing the whole picture.*

**“When communicating with my clients I am trying harder to see their whole picture”**

**“I am now more keen to offer Case Conference and meetings with providers and client to gain a mutual understanding. I have worked harder FOR my clients. I am no longer doing rehab to the client, they are now involved”**

## Implications for case management practice

Creating opportunities for case managers to engage in tailored pathways of study has the potential to:

- Enhance case management practice and client outcomes
- Support the establishment of case management as a valued profession
- Allow for progression to research degrees, facilitating knowledge advance in the field