

Preface

Since the National Case Management Network of Canada (NCMN) was launched in November 2006, there has been an intent to bring together a representative group of stakeholders to begin the development of national Case Management standards. In 2008 this intent became a reality. The purpose of the Canadian Standards of Practice for Case Management is to establish a level of excellence and point of reference against which individuals can be compared and evaluated. It is the hope of NCMN that these standards can be translated into improved health for Canadians and a strengthened Canadian healthcare system. The long-term objective of the NCMN Round Table awaits fulfillment – the dissemination and implementation of these National Standards throughout Canada for use by Case Management professionals and practitioners, by supervisory and quality assurance personnel, and by government and policy makers. The Standards represent a consensus document based on the collective wisdom of the National Standards Roundtable, NCMN Standards Workgroup, NCMN membership, and Case Management communities of practice. With great pleasure, I present the Canadian National Standards of Practice for Case Management and on behalf of the Executive Committee of the NCMN, we look forward to the Standards' taking flight.

Joan Park
President
NCMN 2008

Acknowledgements

The National Case Management Network (NCMN) of Canada wishes to extend thanks and appreciation to the members of the NCMN Standards Workgroup for their enthusiastic and dedicated work.

Working Group

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Background to NCMN Standards

The National Case Management Network of Canada was established as a non-profit, membership-based, multi-disciplinary, professional organization dedicated to the support and advancement of Case Management professionals and practitioners. Through its leadership it is the goal of NCMN to identify Case Management best practices, to steward these discoveries into meaningful standards of knowledge, and to disseminate that knowledge nationwide.

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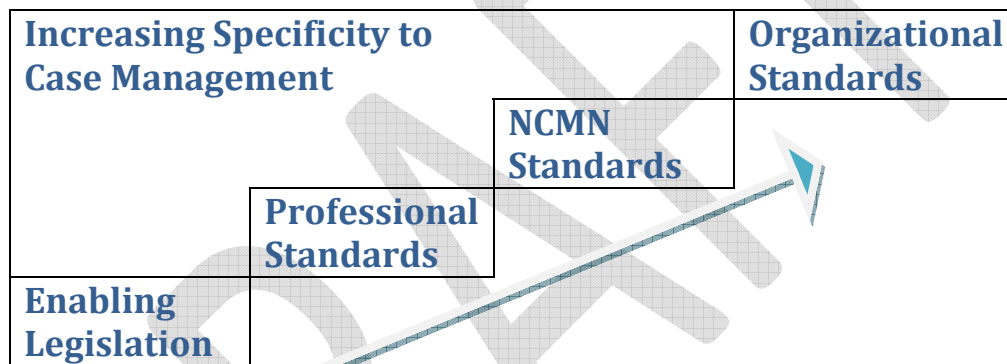
As a result, the National Case Management Network of Canada committed itself to producing National Standards of Practice that reflect the Canadian context. This has meant creating standards which are broad in their scope.

The Standards are not intended to replace existing professional and/or college standards. Instead, NCMN Standards will focus on the practice of case management. Additionally, everyone will benefit from the existence of clear and concise practice standards.

Case Management Framework

The following section outlines the context within which these Standards have been developed (including definitions of case management), and the guiding principles adopted by NCMN to support the Standards.

The following structure allows for the NCMN Standards to provide a framework for case management practised within various settings and sectors. Each step up requires that the stipulations of previous legislation / standards be maintained.



NCMN Case Management Definition

Case Management is a collaborative client-driven process for the provision of quality health and support services through the effective and efficient use of resources. Case Management supports the clients' achievements of goals within a complex health, social, and fiscal environment.

Canada's national health insurance program, often referred to as "Medicare," is designed to ensure that all residents have reasonable access to medically necessary hospital and physician services, on a prepaid basis. Instead of having a single national plan, we have a national program that is composed of 13 interlocking provincial and territorial health insurance plans, all of which share certain common features and basic standards of coverage. Framed by the *Canada Health Act*, the principles that govern our healthcare system are symbols of the underlying Canadian values of equity and solidarity. Provincial and territorial governments are responsible for the management, organization, and delivery of health services for their residents.

Guiding Principles

The National Case Management Network of Canada has developed the following principles to guide practice.

CASE MANAGEMENT SUPPORTS CLIENT RIGHTS

Case Managers support the rights of clients within the funding and legislative frameworks that affect the relationship between the client, service providers, and payers. This is achieved through effective relationships with the clients, where the Case Managers assess and support the abilities of the clients to achieve their goals.

CASE MANAGEMENT IS PURPOSEFUL

The actions of Case Managers must address the specific needs of clients as documented in the clients' goals. The interventions should strive to meet the clients' needs through the best means possible. Case Managers assist clients in the selection of services and resources that are of the highest possible quality within the accessible range of services.

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