

Person-Centered Care in Case Management
and Ethical Considerations
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OBJECTIVES:

1) Distinguish the difference between the traditional model of care and person-centered care concepts.

2) Review the CCMC Code of Professional Conduct and identify the ethical considerations in person-centered care in case management.

3) Identify barriers to the practice of person-centered care in healthcare and case management.

4) Introduce the “inside-out” approach to person-centered care; how it can contribute to successful case outcomes and ethical practice in case management.

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Traditional Model of Care

• Physician-Directed Care

• Disease Focused



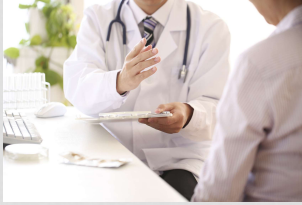
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Patient-Centered Care



- Communication/Interaction between the patient and provider
- Personal health information/history/education
- Informed decision
- Active participation
- Outcome oriented

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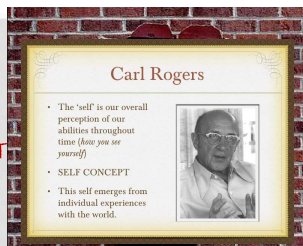
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Person-Centered Care

- **RELATIONSHIP**—beyond the 'patient'
- Accumulated knowledge of that 'person'—as a whole
- Overall healthcare experience



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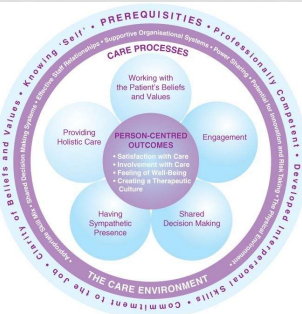
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Nursing Framework

Person-Centered Nursing Framework
(McCormack & McCormack, 2010)



- Compassion and Respect
- Working **WITH**, not to/for the individual
- Identify barriers to change
- Engagement

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Commission for Case Manager Certification



Case Management: “A collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy” with emphasis on meeting the individual’s and family comprehensive health needs.”

“Improving client health, wellness and autonomy through advocacy, communication, education, identification of service resources, and service facilitation.”



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Ethical Principles—Case Management Challenges

Autonomy—client’s right to self-determination and independent decision making

Beneficence—consider individual’s circumstance, compassion, advocacy

Nonmaleficence—protect your client from harm

Justice—equitable, no favoritism, opinion or beliefs

Fidelity/Veracity—responsible, loyal, truthful






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Barriers to Person-Centered Care in Healthcare

- Traditional Practices
- Care Environment
- Patient Population
- Professional’s Own Attitude





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Barriers to Person-Centered Care in WC

Traditional WC Model

- Fragmented System
- Physician-Directed Care
- Limitation in CM Functions
- Collateral Damages





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Collateral Damage

- Psychosocial Impact of Disability
 - anxiety
 - depression
 - substance use/abuse
 - catastrophizing
 - fear/avoidance
 - violence
 - suicide





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Overcoming Barriers --from Inside Out





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- Joy
- Anger
- Fear
- Disgust
- Sadness





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Assessing from the ‘Inside-Out’

- Life stories/Ask questions
- Your own attitude
- Shared decision making
- Build Trust/Relationship





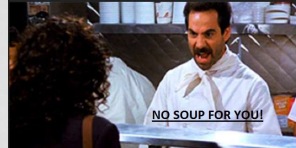
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Relationship Building

- The Customer
- The Experience





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Emotional Intelligence

- IQ (Intelligence Quotient)
- EQ (Emotional Quotient)
 - perceive emotions
 - understand emotions
 - manage emotions
 - utilize emotions



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Benefits of Person-Centered Care

- Coordinated Individualized Care
- Engagement/Empowerment
- Cooperation/Compliance
- Cost effectiveness



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Other Ethical Considerations

- Ever-changing Healthcare
- Ethical Guide
 - Am I supporting my client's independent decision process?
 - Am I promoting my client's well being?
 - Am I acting in a dependable and trustworthy way?
 - Am I providing fair and appropriate services?
 - Have I been thorough and thoughtful to ensure I am causing no harm?
 - Am I being honest with my client?



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Conclusion

- Healthy boundaries
- Who's that person 'inside'
- Exceptional Experience
- Ethical challenges—pause and consider





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