

# Best-kept secret in Nursing: Become a Nurse Case Manager

PRESENTED BY:

Deanna Cooper Gillingham RN, CCM



# Our Speaker

Dedicated to decreasing barriers to entry into the profession of case management and developing case managers into leaders.



**Deanna Cooper Gillingham RN, CCM**

Owner Case Management Institute  
Author: CCM Certification Made Easy  
[casemanagementinstitute.com](http://casemanagementinstitute.com)

# Agenda

- Case Management 101
- Becoming a Case Manager
- Helpful Tools



# Case Management 101

FACTS

# The Growing Field Case Management

- Case management is one of the fastest-growing and most satisfying careers in healthcare today.
- Case managers are needed in
  - Hospitals, PPOs, clinics, , physicians' offices,
  - Insurance companies,, high tech companies, workers' compensation
  - Home health, acute rehabilitation, long term care, ACOs, community agencies, and more.



# Why become a Case Manager?

- Are you tired of working nights, weekends, and on-call?
- Are you tired of missing weekends and holidays with your family because you have to work?
- Are you feeling burnt-out and unappreciated working at the bedside but don't want to leave nursing because you love the career?
- Do you like making a difference in the lives of your patients?
- Are you looking for a career move with over 90% job satisfaction rate?

How it started

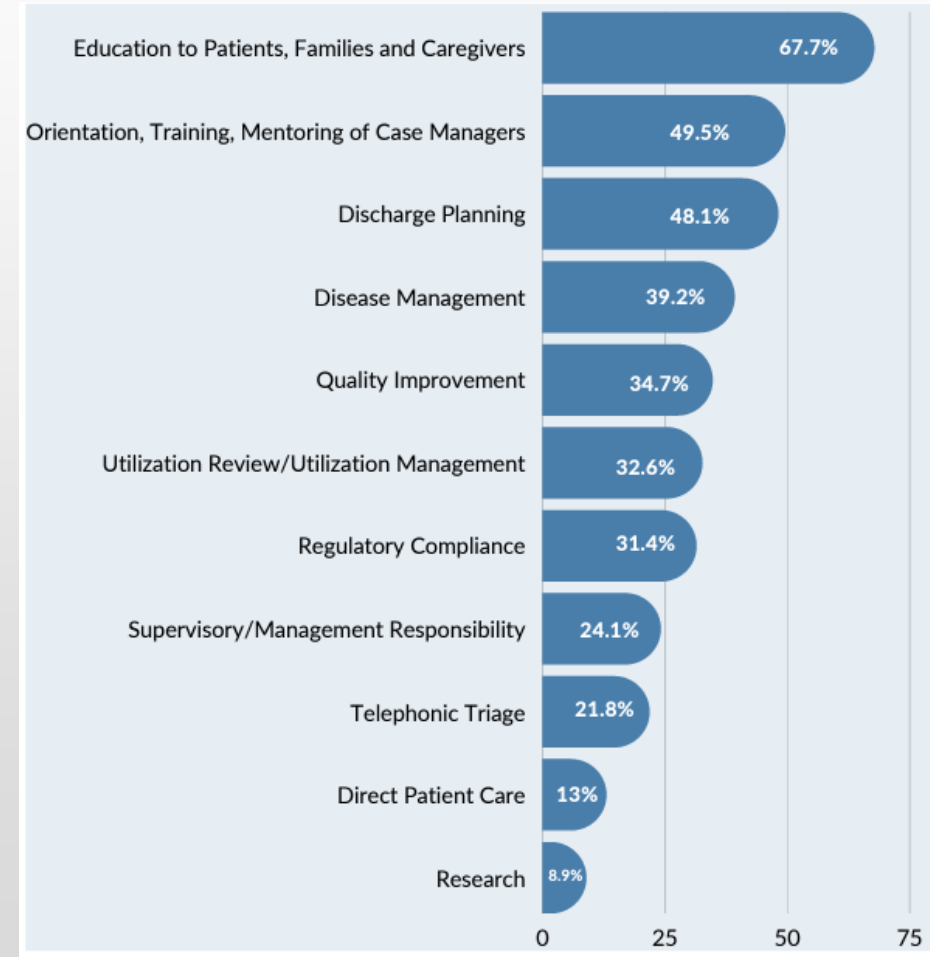


How it's going



# What does a Case Manager do?

- Assessment
- Care Coordination
- Care Planning
- And so much more...



# Case Management is the Grass Greener?

## ▪ Salary

- Majority of case managers (62%) earn a salary of \$80,000 or more (Llewellyn et al., 2022)
  - Compared to only 39% of nurses who earn between \$80,000 and \$139,999 (Senior, 2021).
- 65% of Case Managers reported a salary increase yearly
- Case managers are happier
  - (85%  $\geq 3$  (CMs) vs. 58%  $\geq 3$  (Nurses)) with their salary/compensation.





# Case Management is the Grass Greener?

- **Benefits**

- (49%) of the case manager respondents work from a home office.
- Nearly all (92%) of case managers earn PTO (Llewellyn et al., 2022) compared to 82% of nurses (Senior, 2021).



# Case Management is the Grass Greener?

## ▪ Job Satisfaction

- Overall Case Managers are More Satisfied than Nurses With Their Current Job
  - (77%) of nurses rated their satisfaction at  $\geq 3$  (Senior, 2021)
  - **9 out of 10 (92.5%)** of case managers rate their satisfaction as high (Llewellyn et al., 2022)

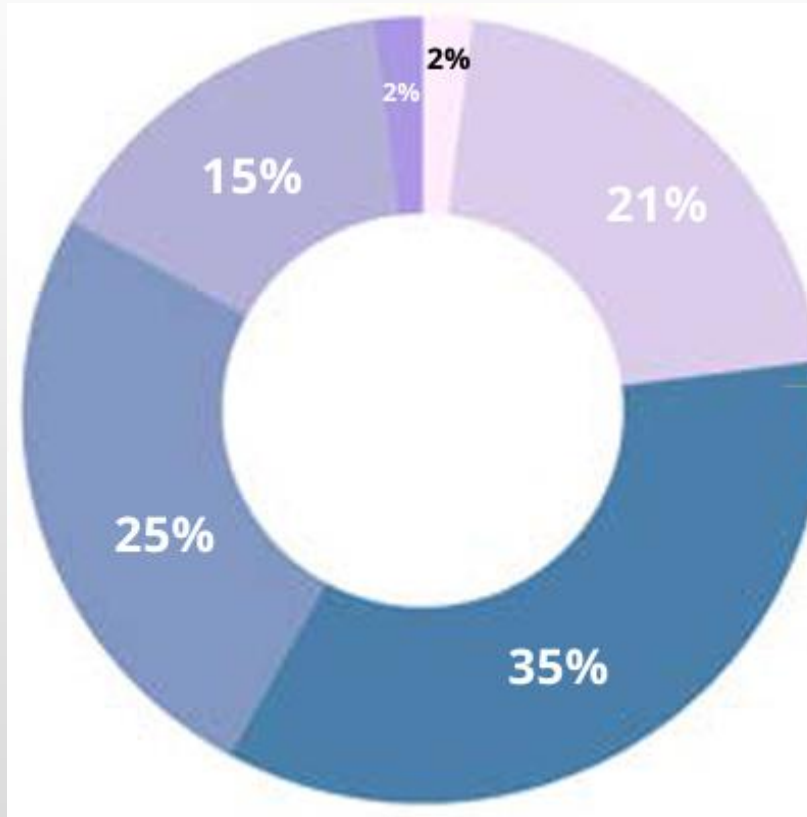


# OT?

- Only 10% of case manager respondents reported that they are required to work overtime.
- Of those that are required to work overtime the amount of overtime they are required to work is:
  - <1 hour 12% (or 1.2% of all cm's surveyed),
  - 1-3 hours 29% (or 2.9% of all cm's surveyed),
  - 4-6 hours 25% (or 2.5% of all cm's surveyed),
  - 7-10 hours 17% (or 1.7% of all cm's surveyed)
  - >10 hours 17% (or 1.7% of all cm's surveyed)(Llewellyn et al., 2022).

# Demographics

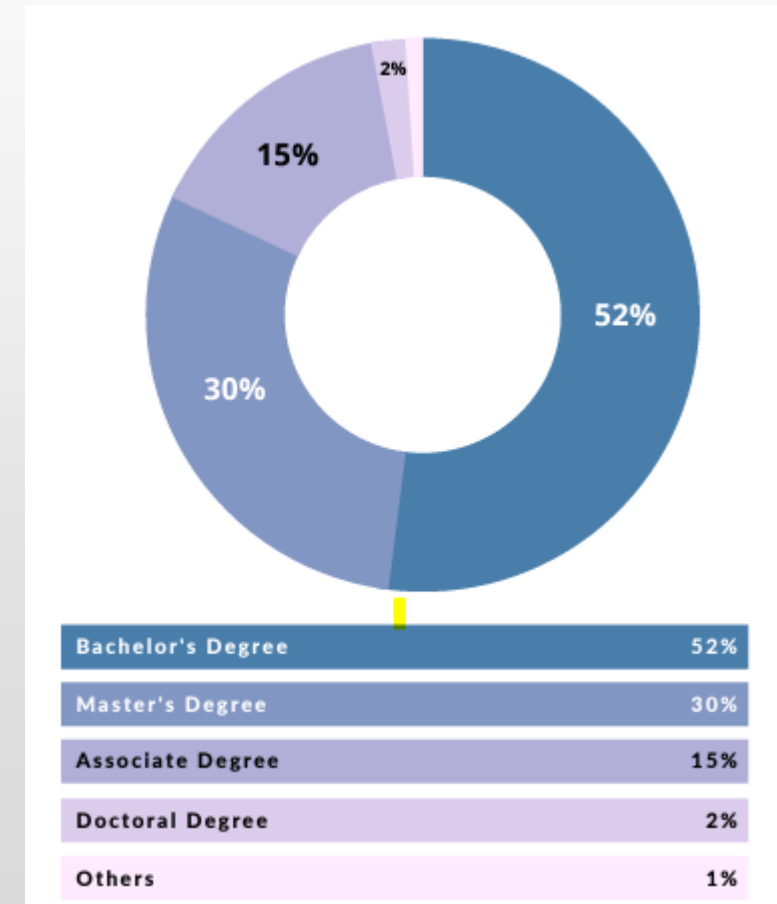
- Average Age is 50+
- Gender:
  - 97% female
  - 3% male



70 or over	2%
61-70	21%
51-60	35%
41-50	25%
31-40	15%
30 or Younger	2%

# What does it take to be a Case Manager?

- Case managers have previous experience in nursing, medical social work, or therapy
- 52% have a Bachelor's degree
- (67%) of case managers hold a professional certification

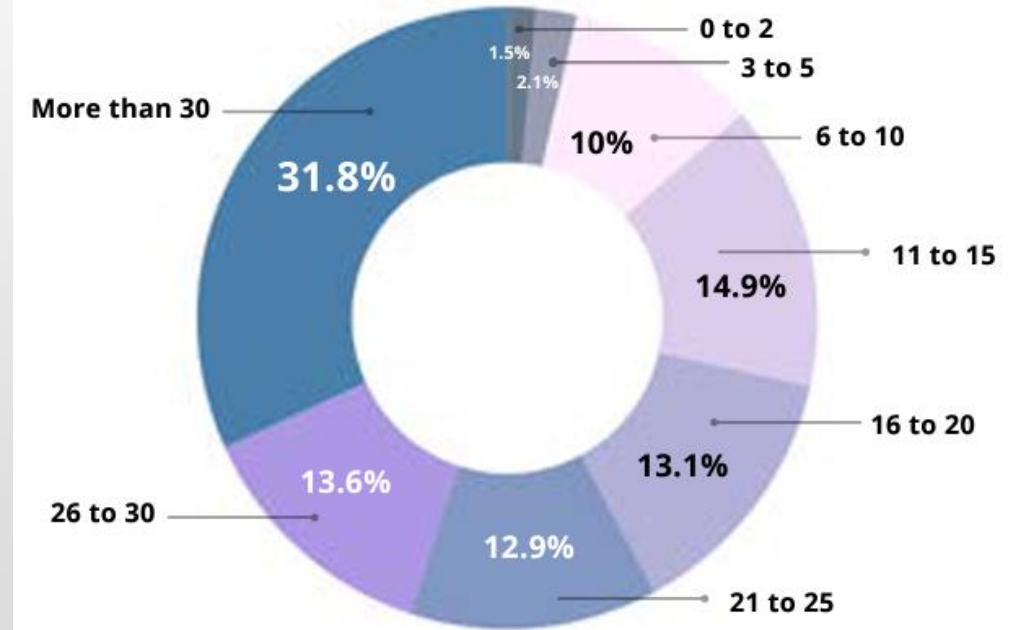


Source: Case Management Salary and Benefits Report

# Becoming a Case Manager

# How much experience is needed?

- 86% of Case Managers have 10 or more years experience in the healthcare field
  - 50% of Case Managers have 3-10 years of Case Management experience
- Over 90% of Case Managers prepared with On-The-Job training
- No significant educational barrier.
  - Advanced practice degree not needed



Source: Case Management Salary and Benefits Report

# CMs & Business Side of Healthcare

- Insurance
  - Medicaid
  - Medicare
  - Private
- Quality assurance
- Regulations / Regulatory bodies
- Levels of Care
- Transitioning/Coordination Care
- Social Work
  - Sourcing Community Resources
  - Social determinants of health
  - Alternative funding



# Tools

DEVELOPED BY INDUSTRY EXPERTS

# Foundations of Case Management

- Introduction to Case Management
- The Case Management Process
- Ethical, Legal, and Practice Standards
- Principles of Case Management
- Utilization Management
- Care Delivery
- Rehabilitation Concepts
- Psychosocial Concepts and Support Systems
- Communication
- Quality and Outcomes Measurements
- Reimbursement Methods and Managed Care Principles



# Home Health & Hospice to Case Management

- HH& H Nurses are eligible with work experience to get CCM certification
- Hospice Nurse



# Case Management Certification Book

## CCM Certification Made Easy

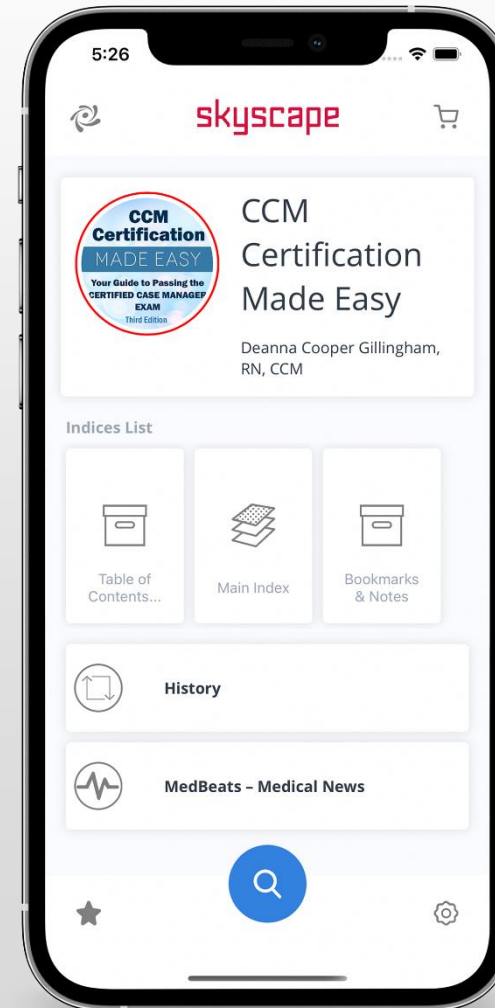
- Written By a Case Manager (me!)
- Based on the CCMC's New Exam Blueprint
- Easy to Read
- Comprehensive & Concise
- Written Specifically For the Brand New CCM Exam



# Skyscape Case Management Certification App

## CCM Certification Made Easy

- *Ultimate resource for case managers preparing for examination.*
  - Includes 5 knowledge domains covered on the exam
  - 150 question practice test



# Q & A

*IS CASE MANAGEMENT IN YOUR FUTURE?*

# Ask a question



Please post your question in the chat window.

# Skyscape

*INNOVATIVE TOOLS*

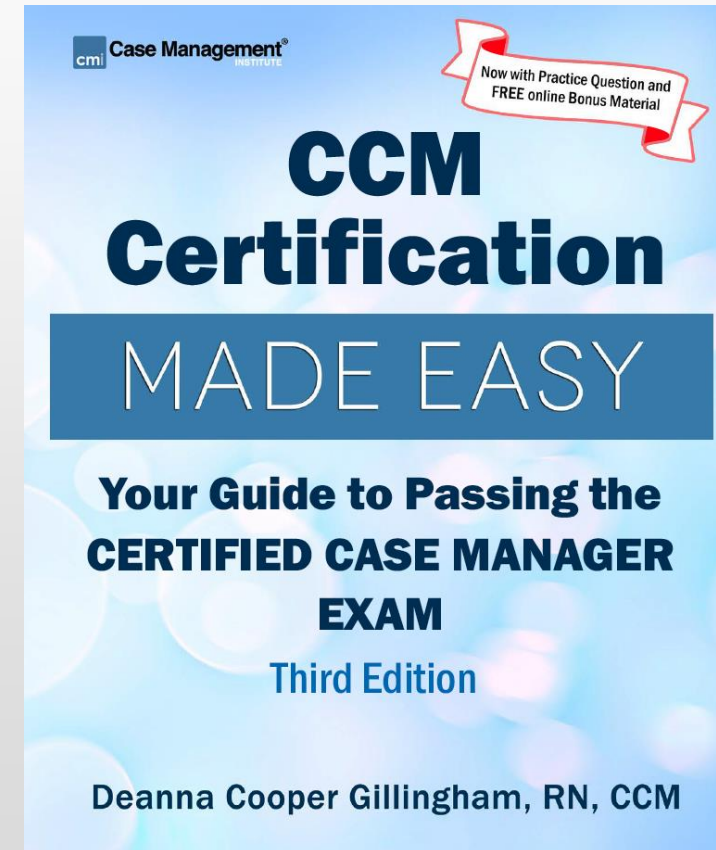


# CCM Certification Made Easy in Print or App

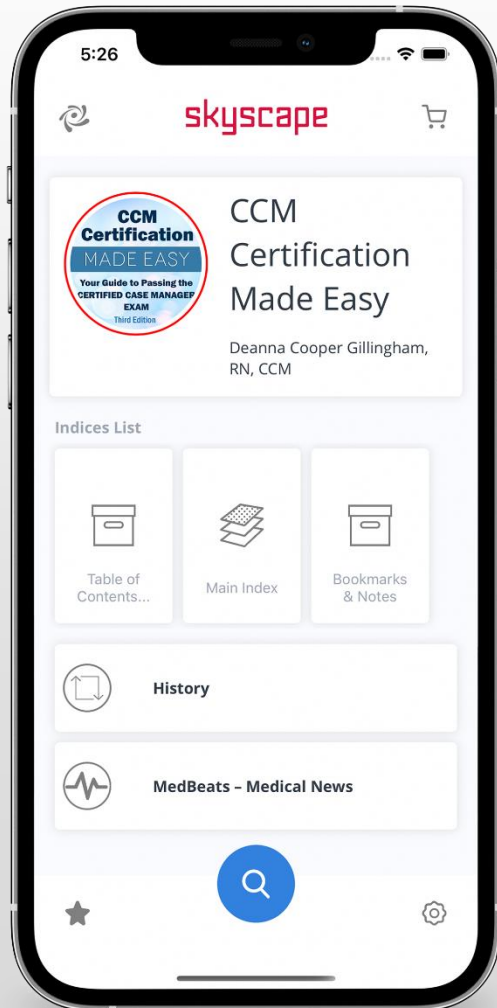


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# Thank You

- ***CCM Certification Made Easy*** is available on the Apple & Play store
- More tips for becoming a Case Manager
  - [casemanagementinstitute.com](http://casemanagementinstitute.com)
- To learn more about Skyscape your partner in nursing
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