

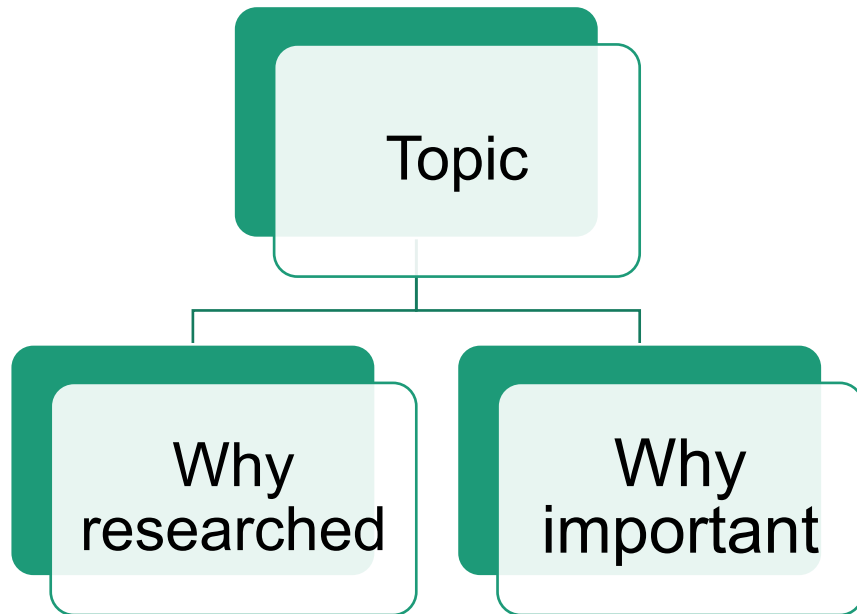
Case Managers: A Qualitative Exploratory Case Study



Dr. Pamayla E. Darbyshire
College of Doctoral Studies (CDS)
The University of Phoenix
Collaborative Alumni Researcher



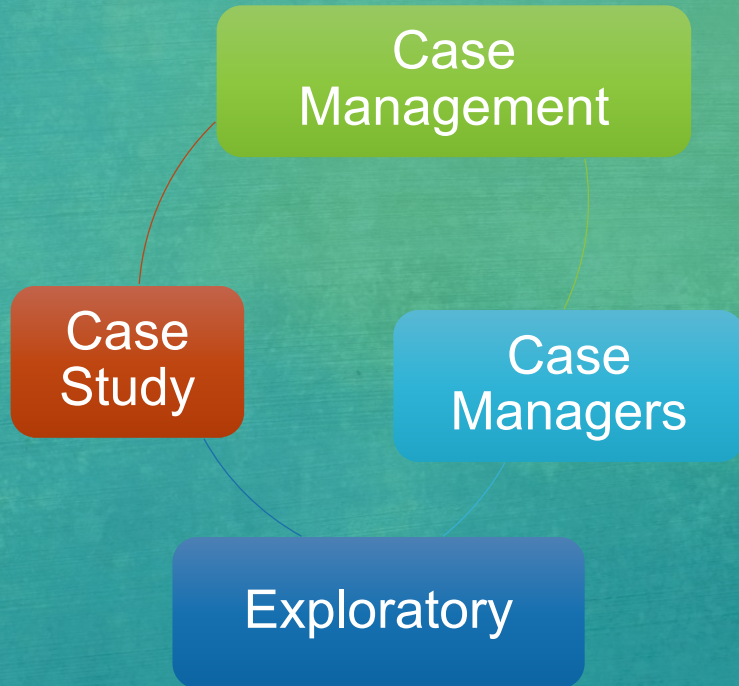
Research Topic



Who will benefit

- Leadership
- Academia
- Community
- Patients, professionals
- Providers

Background Definitions



Case management is a process. Connecting clients to health and social services.

Relationship-based, goal-oriented, planning, securing, monitoring access for clients.

The case Manager is key to communication, and advocacy, as a change agent.

Exploratory: specific topic

Case Study: research approach to generate in-depth topic understanding in real-life context

Literature Review

Understanding the Topic

- What case managers do
- Job descriptions

Methodology

Working through the Maze

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What

Why

We are doing

Purpose

explore, describe,
discover, understand, and
recognize the experiences
of case managers

Problem

Lack of understanding of
case managers
collaborative efforts for
individuals with chronic
diseases

Triangulation: 3 W's

WHAT did
you do?

Method (case study interviews)

With
WHOM?

Participants (Researcher & CM)

WHERE?

Telephonic Interview: researcher AND
participant's location

Findings

Putting the Pieces Together

+ • Final Themes

o Critical Thinking

- Communication, problem-solving, aid in decision-making

Communication

- Trust important attribute in interactions with clients
- Emotional stability
- Mutual understanding, respect

Networking

- Opportunity to develop skills, learn of new developments
- Enhance knowledge, discuss difficult case with peers

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Discussion

Usability

- Professional Focus
 - Leadership
 - Academia
 - Authorship
 - Researcher
 - Collaborative writer/research

Discussion

Applicability

- Multiple Professionals
 - Social Workers
 - Hospital Case Managers
 - Home Health CM
 - Occupational Health CM
 - Clinic Case Managers
 - Clinical Nurse Specialist CM

**Discussion
For the
Profession**

Future development

Detailed job description
based on healthcare
settings

Recommendations

Educate interdisciplinary health care professionals (**Teamwork, Critical Thinking**)

Facilitate efficient and effective leadership development (**Communication**)

Leaders must constantly explore and overcome challenges, including building collaborative relationships with other leaders (**Networking**)

Significance of Interdisciplinary Collaboration

**Joint decision-making
and communication
process**



**The focus: patient-centered,
unique needs & providers'
specialized abilities**



**Emphasizes teamwork,
conflict resolution, and
informatics**

Conclusion

How does SPL fit with the profession of CM?

- Through ***Scholarship***, we continue to learn and pass that knowledge to others
- As ***Practitioners***, through our professional scope of practice
- Through ***Leadership*** and education to meet the needs of our clients

(Cardwell et al., 2021)



Contact Information

pamayla.darbyshire@gmail.com

usafrnped@email.phoenix.edu



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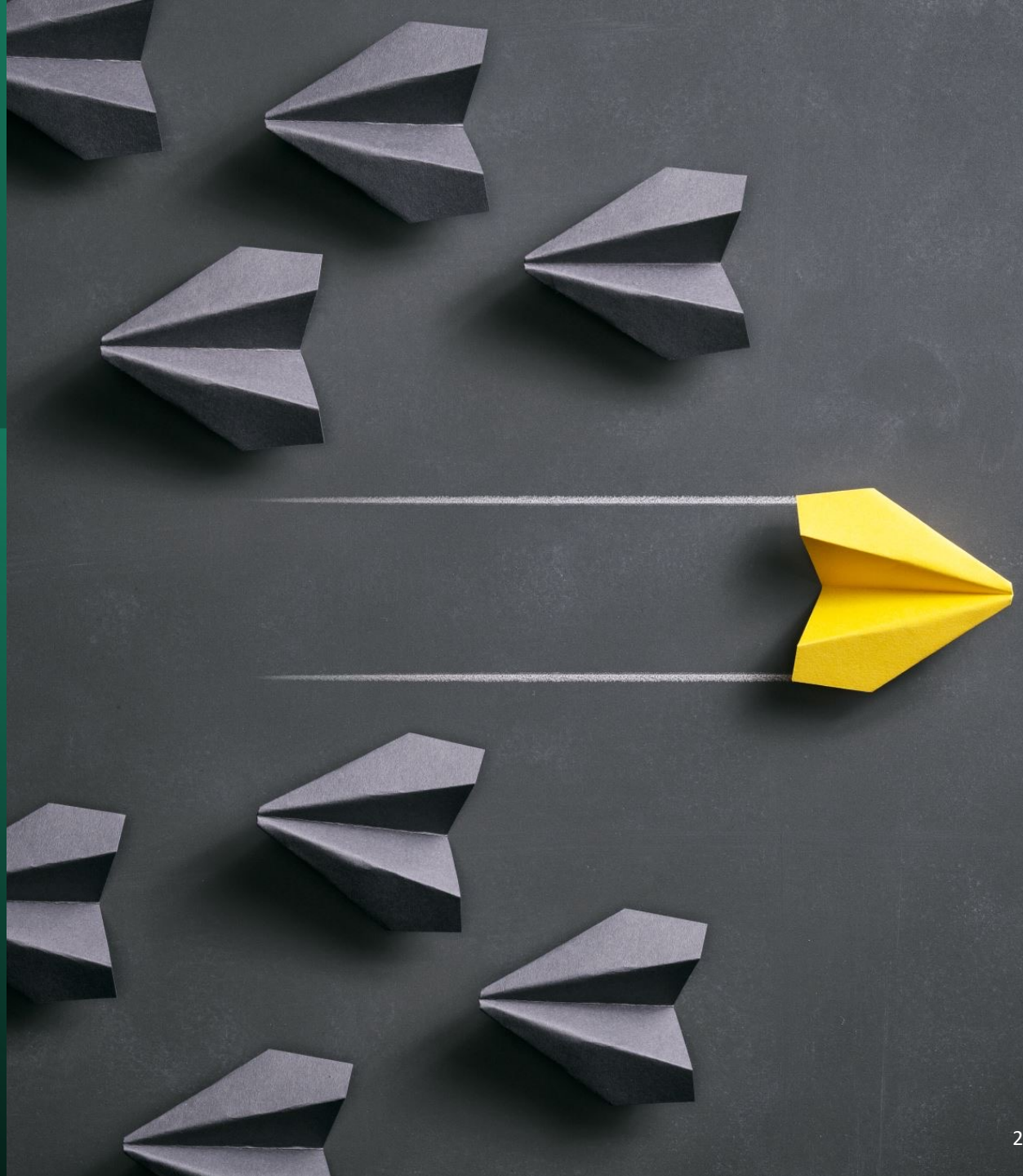
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Additional Material



Theory

Social Cognitive Theory

Concepts intermingle with both theory and the model, and form the basis of Self Efficacy theory

Concepts

Behavior

Personal

Environment

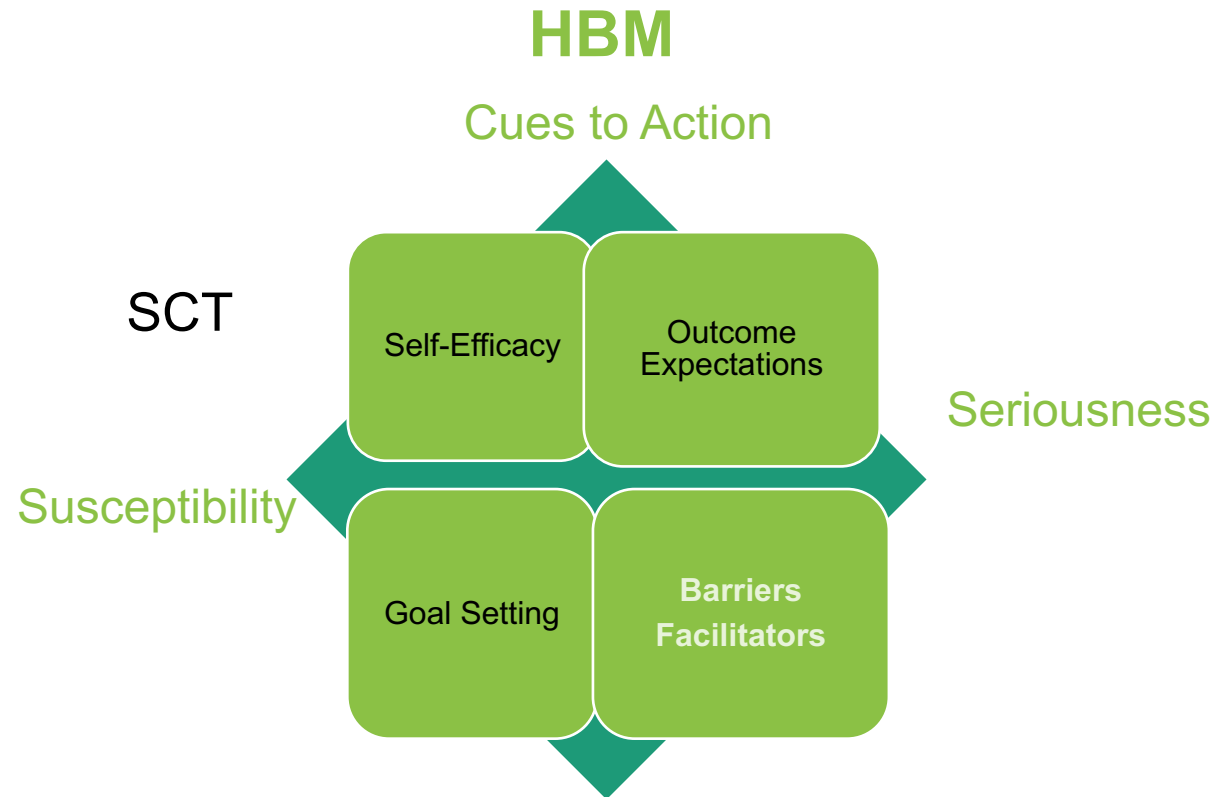
Self-Efficacy Theory integration
with Case Management

Concepts of Social Cognitive Theory



(Bandura, 1986).

Integration SCT & HBM



(Bandura, 1986; Rosenstock and Becker, 1974; Rosenstock, Strecher, & Becker, 1988)

Self-Efficacy Theory Integration with Case Management

The extent to which case manager is confident in their ability to manage
(Self-Efficacy)



Outcomes expected if the case manager role is fulfilled
(Outcomes Expectation)



Collaboration between case manager & client
(Goal)

(Bandura, 1986; CMSA, 2017)