



Commission for Case Manager Certification

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# National Patient-Centered Medical Home Summit

*Patrice V. Sminkey, RN  
Chief Executive Officer (CEO)  
Commission for Case Manager Certification (CCMC)*

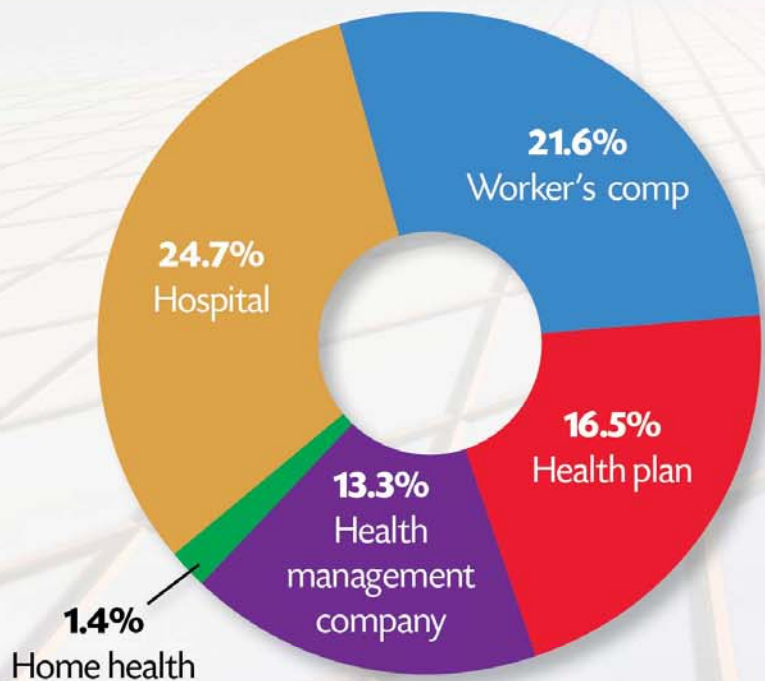
March 12-15, 2013

# About CCMC and the CCM®

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- More than 20 year history supporting the practice and profession of case management.
- First nationally-accredited case manager credential
- Considered the gold standard of case manager certifications because it is the oldest and most demanding certification in the case management industry.
- Certification exam is based on **ongoing scientific research**; practice-based questions are developed by case management subject matter experts
- Quality of the exam and renewal requirements are rigorously overseen and upheld by the Commission and accreditation.

## Where do board-certified case managers work?



WHERE THEY NOW WORK

N = 3730

Hospital **45%**



Worker's comp **35.4%**



Health plan **33.8%**



Health management company **31.6%**



Home health **23.8%**



WHERE THEY HAVE WORKED AS CASE MANAGERS

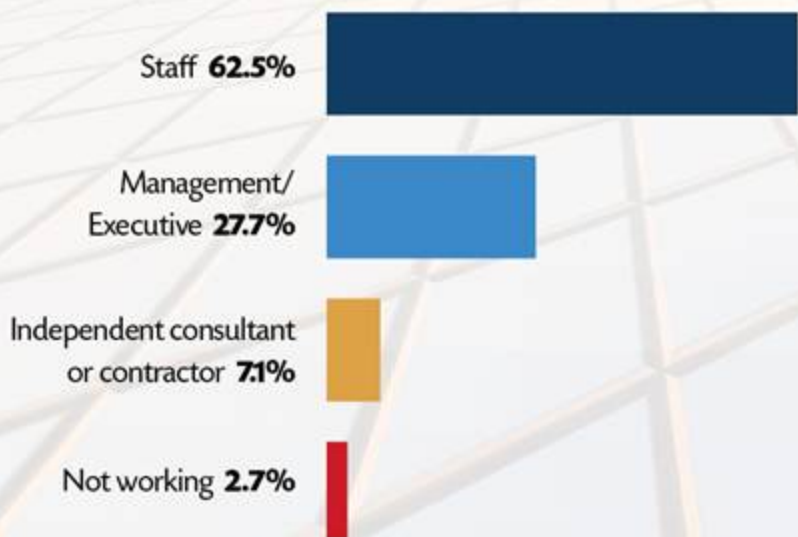
N = 4582

SOURCE: HEALTH2 RESOURCES AND CCMC, PROFESSIONAL AND DEMOGRAPHIC CHARACTERISTICS OF CCMs, AUG. 2012



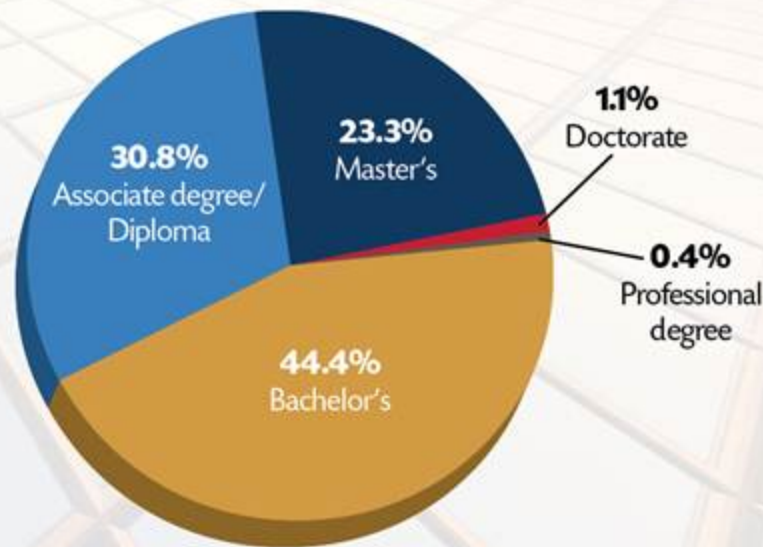
Many board certified case managers have bachelor or advanced degrees;  
More than one in four serves in a management position

*57% have been case managers for more than 12 years*



POSITION IN ORGANIZATION

N=4613



EDUCATION

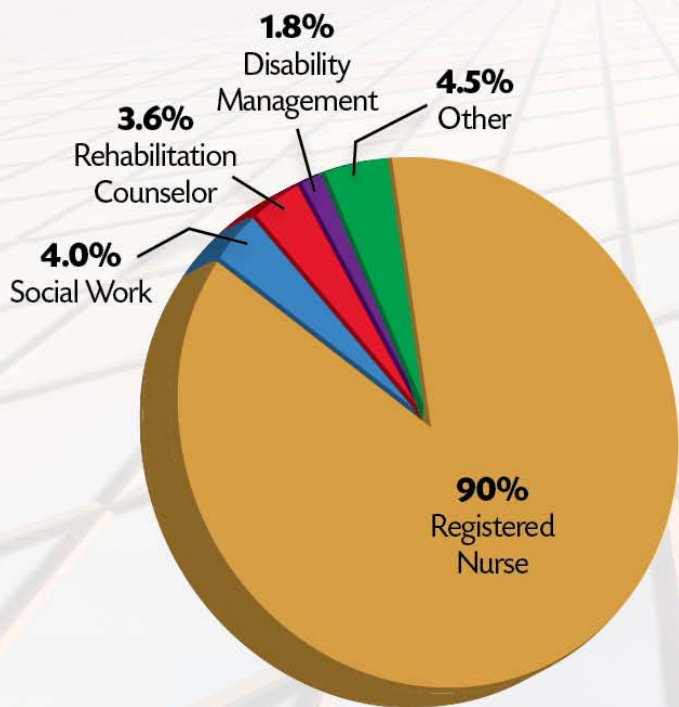
N=4613

SOURCE: HEALTH2 RESOURCES AND CCMC, PROFESSIONAL AND DEMOGRAPHIC CHARACTERISTICS OF CCMs, AUG. 2012



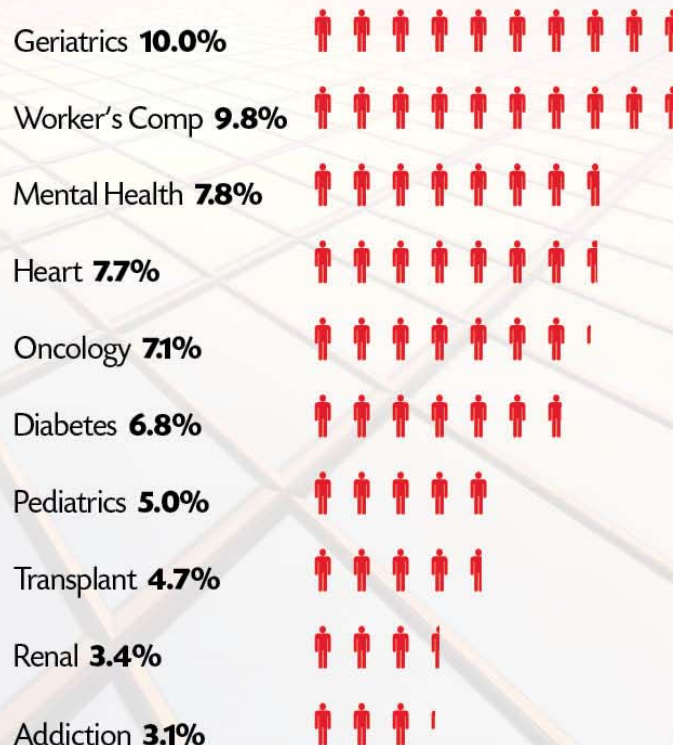


## Majority of board-certified case managers are RNs; More than 50% of CCMs have specialty training



LICENSURE/CERTIFICATION

N=4613



SPECIALTY TRAINING

Note: 45.9% had no specialty training. N=4613.

SOURCE: HEALTH2 RESOURCES AND CCMC, PROFESSIONAL AND DEMOGRAPHIC CHARACTERISTICS OF CCMs, AUG. 2012



## How board-certified case managers use health IT for care coordination

**53.7%** **Coordination** with the team

**49.7%**  
**PATIENT**   
Education

**37.9%**  
Tracking quality  
★ *improvement* ★

**37.1%** *Performance* measurement

**32.1%**  
CLINICAL  
DECISION   
**support**

**27.8%**  
**Patient**   
**SELF**  
MANAGEMENT

**24.2%** Patient REGISTRY 

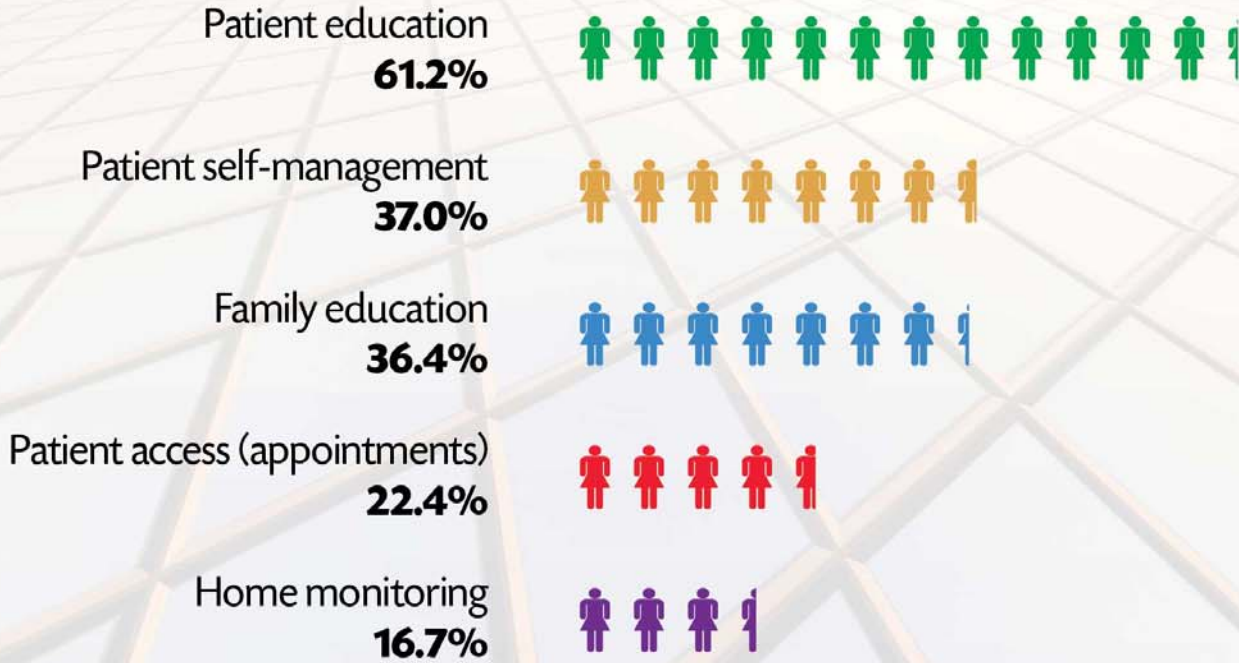
N = 4489

SOURCE: HEALTH2 RESOURCES AND CCMC, PROFESSIONAL AND DEMOGRAPHIC CHARACTERISTICS OF CCMs, AUG. 2012





## How board-certified case managers use health IT to support consumer engagement



N = 4489

SOURCE: HEALTH2 RESOURCES AND CCMC, PROFESSIONAL AND DEMOGRAPHIC CHARACTERISTICS OF CCMs, AUG. 2012





# Stand up. Stand out.

New eligibility criteria! Find out how you can join 30,000+ board-certified case managers. **Apply today!**



[www.ccmcertification.org](http://www.ccmcertification.org)  
(856) 380-6836

The Affordable Care Act is here to stay.

- More demands for care coordination, better care transitions
- 27 million more insured
- Advance of patient-centered, team-based care
- **Workforce gap**—need for a larger workforce to serve needs of aging population with chronic conditions

New eligibility for professional case managers to take CCM exam. CCM demonstrates:

- Knowledge, skills, capabilities to serve as a peer on the team
- Cultural competency
- Efficiency
- Preparation
- Ethical Guidance



# Thank you!

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