



Case Management Handbook for Clinicians

Rand L. Kannenberg

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This vital resource for individuals in the fields of human services and health care offers a new creative model on case management based on years of clinical experience and a perspective that recognizes the relationships between the individual, social institutions, and the culture at large. The book contains a variety of user-friendly lists, tables, charts, summaries, articles, practice tests, clinical documentation, sample forms, resources and contact information about case management in healthcare and human services. Case managers will learn ways to encourage and support individuals developing many positively creative ways to "renavigate the social system."

The contents of this case management handbook include the following: the differences between case management and social work; case management history; governmental responses in the past; other titles used for case managers; admission summaries; case management service and treatment plans; multi-cultural recommendations for case managers; case management confidentiality; continuity of care; philosophy of case management; case manager status; supervision of case managers; preventing unnecessary prescription problems; depression screenings; case manager attitudes with the chronically mentally ill; counseling and case management professional ethics; establishing rapport with providers; customer service and case management; avoiding case management burnout; hepatitis A/B/C screenings; HIV/AIDS screening; TB screening; release of information; screening for substance use disorders; progress notes; discharge summaries; social history/assessment; psychological history/assessment; medical/dental history/assessment; educational/vocational history/assessment; legal history/assessment; top work settings; top job titles; HMO models; insurance; legal/medical/insurance terms; and case management organizations.

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Stacie Logan:

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