

SS5430: CASE MANAGEMENT AND PRACTICE

Effective Term

Semester B 2024/25

Part I Course Overview

Course Title

Case Management and Practice

Subject Code

SS - Social and Behavioural Sciences

Course Number

5430

Academic Unit

Social and Behavioural Sciences (SS)

College/School

College of Liberal Arts and Social Sciences (CH)

Course Duration

One Semester

Credit Units

3

Level

P5, P6 - Postgraduate Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

Case management is one of the fastest growing segments in the healthcare, eldercare and rehabilitation industries, with today's professional case managers working in a range of healthcare settings including hospitals, private practice, mental

health, insurance, workers compensation, and managed care organizations. This course will provide a comprehensive learning experience designed to develop planning, critical thinking, and decision-making skills necessary for the day-to-day challenges in the role as a case manager. It also will support critical skill development and increase knowledge through relevant and action-oriented contents and activities that all Case Managers should know in a complex managed care system. It teaches students to allocate budget dollars to get the most out of available resources. The course also covers how to work collaboratively with clients, their families and their care providers, when they are confronted with life challenges situations and in need of community support.

Course Intended Learning Outcomes (CILOs)

CILOs	Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3	
1	Describe the core values, principles, and the common base of case management practice	20	x	x	
2	Apply the eco-systems perspectives in analyzing and assessing the needs and problems and resources of individuals, families, groups and communities	30	x	x	
3	Describe the process model and cultural dimensions of social work helping in case management practice	20	x	x	
4	Offer solutions to ethical dilemmas using problem-solving and collaborative skills, and to monitor service performance and effectiveness take account of personal and professional values;	30	x	x	x

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Learning and Teaching Activities (LTAs)

LTAs	Brief Description	CILO No.	Hours/week (if applicable)
1	Lectures	1, 2, 3, 4	3 hours
2	Interactive learning activities	2, 3, 4	6 for the entire course
3	Case study	1, 2, 3, 4	4 cases
4	Group project presentation on Case Management (Cases illustration)	2, 3, 4	20 hours
5	Guest presentation	1, 2, 3, 4	3 hours

6		Student Consultation: scheduled student group consultation is arranged to facilitate interactions and exchanges among students and respective teacher for depth learning.	1, 2, 3, 4	
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Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	AT1: Group Project Presentation on Case Management	1, 2, 3, 4	30	
2	AT2: Case Study	1, 2, 3, 4	25	
3	AT3: Individual Paper	1, 2, 3, 4	35	
4	AT4: Discussion	1, 2, 3, 4	10	

Continuous Assessment (%)

100

Additional Information for ATs

AT1: Group Project Presentation on Case Management (30%)

Four students are encouraged to form into a team. The objective of the group project is to provide an opportunity for the students to apply their learning in the course into Case Management issues when applied in Hong Kong context. The group project will also promote their critical and innovative thinking abilities through the application of the Strength Based or Coordination Model on Case Management. Each group should continue to prepare your group proposal on the chosen issues of case management by conducting library search, consulting experts and discussion with your group members. Each group will present your proposal creatively and interactively to fellow students, possible service users, and a panel of multi-disciplinary experts.

AT2: Case Management Case Study (25%)

Two students will be arranged to take up an internship of 4 cases in 20 hours in an agency to integrate the skills and knowledge they learnt from the course to test their competence, as well as the application of integrative case management practice. An agency supervisor will be invited from the agency to supervise the case management practice to ensure the service quality. During the internship period, the agency is expected to invite the students to take part at the case conference for them to meet and work with cross disciplines for their cases.

AT3: Individual Paper (35%)

To write up an academic paper analyzing critically a case management issue with special focus on its implication and suggestions for adopting case management service in Hong Kong. Application of inter-disciplinary knowledge is expected. The case management issue can be the topic presented in his/her group project, or an issue the student identified through his/her learning.

AT4: Discussion (10%)

Students are expected to have active participation in raising questions, and contributing to reflective discussion during the course and after the presentations of their classmates, preparing themselves well by reading the prescribed readings, sharing their reflections/opinions and/or participating in the on-line discussion board of the CANVAS. Participation will be assessed on students' (i) willingness to express views; (ii) application of knowledge; (iii) logical thinking; and (iv) clarity in communication.

Assessment Rubrics (AR)

Assessment Task

AT1: Group Project Presentation (30%) (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

1. The application of inter-disciplinary knowledge and concepts;
2. The ability to explain why it is significant;
3. The feasibility of the proposal
4. The plan/idea/design is innovative and creative
5. The ability to demonstrate clearly, attractively and interactively

Excellent

(A+, A, A-) High

Good

(B+, B, B-) Significant

Fair

(C+, C, C-) Moderate

Marginal

(D) Basic

Failure

(F) Not even reaching marginal levels

Assessment Task

AT2: Case Study (25%) (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

1. Appropriate recording of case management process, demonstrating the actual implementation and also the enhancement process
2. Obtain positive feedback from the clients of the 4 cases, showing the effectiveness of service selected for the clients, and proper monitoring on the delivery of service

Excellent

(A+, A, A-) High

Good

(B+, B, B-) Significant

Fair

(C+, C, C-) Moderate

Marginal

(D) Basic

Failure

(F) Not even reaching marginal levels

Assessment Task

AT3: Individual Paper (30%) (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

1. Depth of analysis on the chosen case management issue, such as its causes, its impacts on elders and on society

2. The application of inter-disciplinary knowledge and concepts
3. Depth of reflection on your own learning in the chosen ageing issue.
4. Systematic and clear presentation, and proper use of English.

Excellent

(A+, A, A-) High

Good

(B+, B, B-) Significant

Fair

(C+, C, C-) Moderate

Marginal

(D) Basic

Failure

(F) Not even reaching marginal levels

Assessment Task

AT4: Discussion (10%) (for students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

1. Active participation in responding to lecturers and student presentations
2. The number of reflection completed and the depth of reflection

Excellent

(A+, A, A-) High

Good

(B+, B, B-) Significant

Fair

(C+, C, C-) Moderate

Marginal

(D) Basic

Failure

(F) Not even reaching marginal levels

Assessment Task

AT1: Group Project Presentation (30%) (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

1. The application of inter-disciplinary knowledge and concepts;
2. The ability to explain why it is significant;
3. The feasibility of the proposal
4. The plan/idea/design is innovative and creative
5. The ability to demonstrate clearly, attractively and interactively

Excellent

(A+, A, A-) Strong evidence

Good

(B+, B) Good evidence

Marginal

(B-, C+, C) fair evidence

Failure

(F) Limited evidence

Assessment Task

AT2: Case Study (25%) (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

1. Appropriate recording of case management process, demonstrating the actual implementation and also the enhancement process
2. Obtain positive feedback from the clients of the 4 cases, showing the effectiveness of service selected for the clients, and proper monitoring on the delivery of service

Excellent

(A+, A, A-) Strong evidence

Good

(B+, B) Good evidence

Marginal

(B-, C+, C) fair evidence

Failure

(F) Limited evidence

Assessment Task

AT3: Individual Paper (30%) (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

1. Depth of analysis on the chosen case management issue, such as its causes, its impacts on elders and on society
2. The application of inter-disciplinary knowledge and concepts
3. Depth of reflection on your own learning in the chosen ageing issue.
4. Systematic and clear presentation, and proper use of English.

Excellent

(A+, A, A-) Strong evidence

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Assessment Task

AT4: Discussion (10%) (for students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

1. Active participation in responding to lecturers and student presentations
2. The number of reflection completed and the depth of reflection

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Good

(B+, B) Good evidence

Marginal

(B-, C+, C) fair evidence

Failure

(F) Limited evidence

Part III Other Information

Keyword Syllabus

Definition of Case Management, its scope and area of service; the current international models of case management; case management process and principles; the life-course of case management in relation to the lifespan of individuals, families, groups, and community; the entrance point and its sustainability; particular knowledge and skills of a case manager; utilization management; need assessment; communication and collaboration; quality and outcomes measurements; best practice and code of ethics for a case manager; financial issue and fee-charging practice for the case management service; risk in Case Management; diversify model on case management; strength based, coordination model; legal obligations and in partial of case manager; the development of HK model of Case Management practice.

Reading List**Compulsory Readings**

	Title
1	Aliotta S. (2002). Direct outcomes of case management: Involvement/participation, empowerment, and knowledge. <i>The Case Manager</i> , 13(4), 67–71. doi: 10.1067/mcm.2002.126807
2	Hjelm et al. <i>BMC Geriatrics</i> (2015). The work of case managers as experienced by older persons (75+) with multi-morbidity – a focused ethnography at https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4682280/pdf/12877_2015_Article_172.pdf
3	Shilpa Ross, Natasha Curry, Nick Goodwin (November 2011). Case management What it is and how it can best be implemented https://www.kingsfund.org.uk/sites/default/files/Case-Management-paper-The-Kings-Fund-Paper-November-2011_0.pdf
4	Shilpa Ross., Natasha Curry, Nick Goodwin (2011). Case management What it is and how it can best be implemented https://www.kingsfund.org.uk/sites/default/files/Case-Management-paper-The-Kings-Fund-Paper-November-2011_0
5	Yaman H., & Ünal Z. (2018). The validation of the PRISMA-7 questionnaire in community-dwelling elderly people living in Antalya, Turkey. <i>Electronic Physician</i> , 10(9), 7266–7272. doi: 10.19082/7266

Additional Readings

	Title
1	Sea change or quick fix? Policy on long-term conditions in England https://onlinelibrary-wiley-com.eproxy.lib.hku.hk/doi/pdfdirect/10.1111/j.1365-2524.2005.00579.x
2	Facilitated Care Plans: Patient-Driven Treatment http://ovidsp.dc2.ovid.com.eproxy.lib.hku.hk/sp-4.04.0a/ovidweb.cgi?&S=NGHDFPJFNCEBEKMAIPBKJFOGAFGKAA00&Link+Set=S.sh.22.23.25%7c4%7csl_10&Counter5=TOC_article%7c00063148-200005000-00004%7covft%7covftdb%7covftd
3	Case- Managing Long- Term Conditions https://www.kingsfund.org.uk/sites/default/files/casemanagement.pdf
4	Case management model or case manager type? That is the question.
5	Rapid assessment community service and the prevention of emergency admissions for older people https://emahsn.org.uk/images/Section%20%20-%20Resource%20hub/Sparks%20and%20Sparklers/Sparkler_2_v6__SP2V1_FINAL_10-08-14.pdf
6	Impact of case management (Evercare) on frail elderly patients: controlled before and after analysis of quantitative outcome data
7	Online Resources
8	Matrix research and consultancy (2004). Learning Distillation of Chronic Disease Management Programmes in the UK. Modernisation Agency. Available at: http://www.natpact.nhs.uk/uploads/Matrix%20CDM%20Evaluation%20Report.doc
9	Self-care and Case Management in Long-term Conditions: The Effective Management of Critical Interfaces https://www.pssru.ac.uk/pub/MCpdfs/SCCMfr.pdf
10	Long-term conditions: how to manage them? https://www.gmjournals.co.uk/media/20134/jan06p17.pdf
11	Hébert, R., Durand, P. J., Dubuc, N., & Tourigny, A. (2003). PRISMA: a new model of integrated service delivery for the frail older people in Canada. <i>International Journal of Integrated Care</i> , 3(1). doi: 10.5334/ijic.73 https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1483944/
12	CMSA Core Curriculum for Case Management https://books.google.com.hk/books?id=G UW3s7hz_rYC&pg=PA566&lpg=PA566&dq=%22Council+for+Case+Management+Accountability%22&source=bl&ots=_XEo_AmixO&sig=ACfU3U3fauLdaNjNFM05hNGg0CqgSrGxnw&hl=en&sa=X&ved=2ahUKewjx7Z_X7cnn%22Council%20for%20Case%20Management%20Accountability%22&f=false
13	The Case Manager' s Handbook https://books.google.com.hk/books?id=qsc_DAAAQBAJ&pg=PA288&lpg=PA288&dq=%22Professional+Liability+Insurance%22%2B%22case+manager%22&source=bl&ots=g0tLhWj500&sig=ACfU3U2UmQUsoFmqe-EnaealTqFFIdFL6g&hl=en&sa=X&ved=2ahUKewjd_8H35svnAhWHBKYKHRWbCSkQ6AEwBXoECAoQAQ#v=onepage&q=%22Professional%20Liability%20Insurance%22%2B%22case%20manager%22&f=false
14	Generalist Case Management https://books.google.com.hk/books?id=3REXAAAQBAJ&pg=PA5&lpg=PA5&dq=finding+the+right+case+manager+united+states&source=bl&ots=LrCMkHbBod&sig=ACfU3U0yyylSewS1NgxguT3E00Q9n2fvVQ&hl=en&sa=X&ved=2ahUKewiVxqnl4M