

## PURPOSE STATEMENT OF THE PROFESSION OF CASE MANAGEMENT

The purpose of case management is as follows:

- 1) To recognize the rights of individuals to professional and effective case management services.
- 2) To provide assistance and hope to individuals, their families, other supports and networks as defined by the individual.
- 3) To effectively and efficiently use services to promote wellness-based outcomes, identify strengths and abilities, needs, preferences, and goals within the process of service delivery.
- 4) To support individuals toward maximizing the quality of life and achieving the most interdependent and fulfilling lives possible within their communities.

## SCOPE AND PURPOSE OF THE CASE MANAGEMENT CODE OF ETHICS

This Code of Ethics binds each member of the National Association of Case Management (NACM), including individual members and individual representatives of member organizations, in the belief that in so doing it advances the profession of case management. This is achieved by embedding professional responsibility into case management and an ethically uniform approach to case management practice as described in the NACM Practice Standards.

NACM members make a commitment to read, understand, utilize, and apply this Code of Ethics within all professional interactions.

The Code of Ethics includes:

- Principles/Values
- Sensitivity and Self-Awareness
- Continuous Professional Growth and Development
- Legal Responsibilities
- Collegial Relationships
- Duties to the Profession of Case Management

This Code is not intended, nor should it be construed, as detracting from any responsibilities which may be imposed by law or regulation.

In applying the requirements outlined in this Code, Case Managers should be guided, not merely by the words, but also by the spirit of this Code.

## Application of the Code of Ethics

This Code applies to the individual conduct of Case Managers and commits members to comply with the ethical standards of the Code.

A lack of awareness or misunderstanding of the Code of Ethics is not of itself a defense to an allegation of unethical conduct.

## INCORPORATING THE CODE OF ETHICS

The NACM supports the use of this publication as a resource for members and member organizations to incorporate the content of the Code of Ethics into position descriptions, performance appraisals, performance management, and policy and procedures relative to the role of Case Manager and all persons providing case management-like functions that may be referred to by a name other than Case Manager, e.g. Service Coordinator, Care Coordinator, etc.

# CASE MANAGEMENT CODE OF ETHICS

***As a Case Manager, I commit to:***

## ***Principles/Values***

1. Respect the dignity and autonomy of all persons and to behave in a manner that communicates this respect.
2. Each individual's right to self-determination - the right to make his/her own life choices in the process of restoring and maintaining well-being.
3. Identify and confront stigma wherever I find it, to educate the community, and to promote community integration for the people I serve.
4. Help individuals acknowledge their strengths and use them toward positive outcomes, changes, and well-being.
5. Help individuals achieve maximum self-determination and utilize services that promote increased knowledge, skills, and competencies.
6. Encourage participation in self-help and peer support activities with individuals served.
7. Strive to maintain healthy and effective professional relationships and boundaries with individuals served by avoiding dual relationships, clarifying roles and expectations, and keeping the relationships focused on the individual's needs.
8. Ensure that individuals are not exploited, manipulated, or taken advantage of for any personal gain or benefit whether tangible or not; including emotional, sexual, or financial.
9. Facilitate crisis prevention and intervention with the people I serve, including the development of a crisis plan with involuntary treatment being the choice of last resort.
10. Advocate for the people I serve, for their rights, for fair treatment, and for resources to meet their needs.

## ***Sensitivity and Self-Awareness***

11. Ensure that my words and actions reflect sensitivity for a person's diversity in providing culturally-appropriate services and increasing my cultural competence.
12. Be honest with myself, my colleagues, the people I serve, and others involved in their care.
13. A holistic perspective, working within the context of the individual's natural support system.
14. Engage in self-care and strive to achieve work-life balance.

## ***Continuous Professional Growth and Development***

15. Seek consultation with my supervisor and complete additional technical assistance, training, or a referral to another Case Manager as needed.
16. Remain curious - learning, growing, developing, and using opportunities for continuing professional education.
17. Regular assessment of individuals' needs and preferences and of the effectiveness of service delivery in meeting these needs.

## ***Legal Responsibilities***

18. Ensure the privacy of all information entrusted to me within legal and regulatory standards and across all methods of communication; to explain the limits of confidentiality to the individuals served.
19. Comply with the laws and regulations governing service delivery – e.g., duty to warn, reporting of suspected abuse, HIPAA/confidentiality.

## ***Collegial Relationships***

20. Work supportively with colleagues and keep their confidences.
21. Urge any colleague who appears impaired to seek help and discuss concerns with the appropriate supervisor.
22. Seek consultation with my supervisor in responding to ethical questions or conflicts related to collegial relationships.
23. Cooperate and work collaboratively with professionals in other disciplines.

## ***Duties to the Profession of Case Management***

24. Operate within the scope of Case Management practice, in accordance with my individual level of education, training, and expertise.
25. Exercise professional judgement at all times.
26. Uphold, support, advance, and maintain the reputation of the profession of Case Management.
27. Share research, practice and knowledge while maintaining confidentiality in order to facilitate the advancement of the profession of Case Management.
28. Identify, disclose and resolve any potential, perceived or actual conflicts of interests.