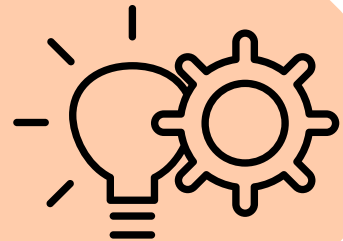


CASE MANAGEMENT PROCESS

1. PROACTIVE

Employing a multidisciplinary approach to address individual needs across health and social care to prevent crises from occurring.



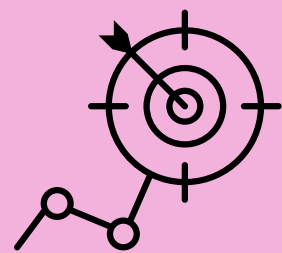
2. STRENGTHS-BASED

Focuses on the positive aspects of clients and their situations. Aiming to empower clients to use their own resources, skills, and goals to overcome challenges and achieve their desired outcomes.



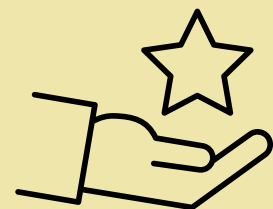
3. LOGICAL

Developed as part of an evaluation of a case management program (CMP) for frequent users in a health and social services.



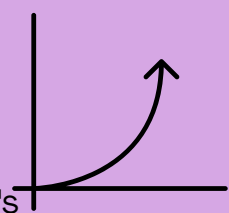
4. COLLABORATIVE

Brings together all relevant stakeholders and all the information required. Can either be completed parallelly or sequentially.



5. SYSTEMIC

Providing services that assesses the needs of the client and the client's family. When appropriate, arranges, coordinates, monitors, evaluates, and advocates for multiple services to meet the client's complex needs.



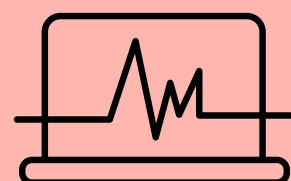
6. OUTCOMES DRIVEN

Based on the changes or benefits that result from your case management. This could include: improved health, reduced homelessness, increased employment, or enhanced quality of life.



7. CULTURALLY RESPONSIVE

Enabling providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of clients.



8. DYNAMIC

Handling case-related tasks by using technology to streamline and automate different aspects of each case.

