

The voice of the Case Manager

CMASANOW

ARE YOU NURSING THE PAPERWORK OR THE PATIENT?

bedside nursing, what has changed?

3 KEY PRINCIPLES FOR EFFECTIVE CASE MANAGEMENT

every client is different

INTERNATIONAL SPECIAL INTEREST GROUP (SIG)

feedback on our first networking session

NATIONAL EVENT

*World TB Day
Commemoration
24 March 2024*

CMASA - OUR ASSOCIATION!

how we've grown

Note from the desk of the NOC Chairperson

Yvonne Bredenhann - South Africa



Hi to all you amazing Case Managers

Can you believe the month of love has passed and we are fast approaching Easter and then elections. Goodness, what a jam-packed quarter it has been.

Congratulations to all our monthly winners for the case manager Caressa award. Please keep the nominations coming in, it so inspiring to read and see the impact each nominee is making to the industry and to be recognized for your hard work by your fellow case managers is remarkable.

Thanks to everyone that has taken the time to nominate someone. You also get rewarded just for your nomination, if your Case Manager wins, so please continue the hard work.

I hope you have all booked and registered for Conference next month in Cape Town? Before I ask if you have your mask ready, I need to check, that you have all submitted your nominations and case studies already? Let's see who will be the case manager of the year!

To our local chapters, good luck for your final chapter meeting before conference, I wonder who will be taking the chapter of the year?

For those who logged on to a very successful ISIG meeting thank you so much, making the first "open platform" discussion on case management across the globe a huge success, we absolute blew CMSA away with the enthusiasm and passion that South African case managers have. These forums will be held monthly all welcome to sign in, CMASA will send out the links in due course.

I just want to wish you all a blessed day, see you all at conference and workshop 2024 - "Stronger Together."

Behave and be safe!

Yvonne

Are you nursing the paperwork or the patient?

By Dr Karen Nel

I recently decided to return to bedside nursing as part of my post-doctoral fieldwork. I wanted to understand how nursing had developed since 2017, when I last worked in the ICU. I tried to understand what works well, what has improved, and where the wheels still come off.

What is working well is everything around governance and controls. The authorisations are done timeously according to the hospital's schedule, motivation letters are provided, and our work as a hospital case manager is done efficiently. Those of us who work for funders ensure that we scrutinise the account, challenge the items that have not been authorised, and make sure that we only authorise items within the benefit structure of the patient. As I have done since December, those of us who do bedside nursing ensure that all the ICU charts and ward documentation are ticked and completed, so that no finger can be pointed at us in an audit.

BUT...

When was the last time you stopped and spent time with a patient? Like in the old days when we started our careers and showed a sincere interest by asking the patient how they were doing? When was the last time you called the patient from the medical aid, explained the diagnosis, and asked them if they had any questions about how their benefit worked? When last did you, as a bedside nurse, go home

after your shift able to confidently say you had physically done everything that was ticked on the ICU chart? Have you performed four-hourly pressure care, brushed their teeth, explained their medicine, listened to the lung sounds, and done all those small things important to the patient?

The most significant change I have picked up since 2017 is that we have become exceptional with regard to nursing our papers, but we forget to nurse the patient. We receive an excellent audit, and all the necessary boxes are ticked on the chart, but the only bottle of mouthwash issued by the pharmacy five days ago has never been opened (although the chart says the patient used it three times a day).

Our patients don't feel cared for and loved. They are anxious and have many questions, yet everyone visiting their beds is always in a rush and never has the time to stop and ask, "How are you doing today?"

People perform where they are measured. Because the paperwork is audited, people perform there. *Arcega et al.* performed a study which looked at the co-dependent relationship nurses have with technology and their paperwork. Technology, paperwork and audits have decreased the value of humanity in patient care.

Whenever we physically nurse a patient, we cannot do it successfully without touching the patient. Pressure care, tucking the bed, and mouth care, can only be done by physically touching the patient. Newshan and Schuller-Civitella (2003) post that therapeutic touch promotes comfort, calmness, and well-being among hospitalised patients. When last did you, as a nurse leader or case manager, touch a patient?

If your current role as a hospital case manager does not allow you the opportunity to physically touch a patient, you can still touch the patient in an emotional way by stopping and caring, rather than just treating the patient as another number on the long list of files you need to visit before 12'o clock. As a funder, you can decide to touch a patient by calling them and making time to listen.

In your department/unit where you are the manager, do you set the example by touching the patients and caring, or do you just put your signature at all the right places to ensure the audit is passed? Do you, as a case manager, go into the isolation room and touch the patient by giving them time?

Are you nursing the paperwork or the patient?

Arcega, J., Autman, I., De Guzman, B., Isidien, L., Olivar, J., O'Neal, M., & Surdilla, B. (2020). *The Human Touch: Is Modern Technology Decreasing the Value of Humanity in Patient Care?* *Critical Care Nursing Quarterly* [43\(3\):p 294-302, July / September 2020](#). | DOI: 10.1097/CNQ.0000000000000314

Newshan, G. & Schuller-Civitella, D. (2003). *Large Clinical Study Shows Value of Therapeutic Touch Program*. *Holistic Nursing Practice* [17\(4\):p 189-192](#).

Three Key Principles for Effective Case Management

Principle #1: Building Trusting Relationships

According to the National Association of Social Workers (NASW) Standards for Social Work Case Management, the therapeutic relationship between case manager and client plays an integral role in case management process. Developing this kind of relationship with your client enables you to better engage them and develop the appropriate strategies with them.

A large part of this principle is providing a safe environment for your clients to share their story, problems, and feelings. According to a presentation from Minnesota State University Moorhead, clients indicate that the following four personality characteristics are most important to them in a social worker:

- Understanding
- Empathic
- Pleasant
- Ability to put one at ease

When you embody these characteristics, you communicate that you are genuinely interested in your client and that you are a safe person. Another key part of being a safe person is maintaining confidentiality at all times. It is important that your client knows you are someone they can trust to protect their story.

Convey Empathy

Studies have shown that clients with an empathetic case manager tend to experience a higher probability of a positive outcome.

Keep in mind that empathy is different from sympathy. GradSchools.com reminds us that sympathy is having a concern for a client's well-being but not necessarily having a deeper understanding of the client's thoughts and feelings. On the other hand, empathy refers to accepting and understanding the client's feelings, helping you become better equipped to help the client help themselves.

Psychology Today shares some practical ways to convey empathy, including:

- Suspending your own judgments and critiques
- Using reflection to clarify what the client is saying
- Keying in to shared human values

Focus on the Client

This is a broad topic but the importance of balancing active listening with intake, assessment, and documenting other case notes is key. Gathering the necessary information to help your client is important, but so is making sure your client feels heard so they continue to share information with you. In addition to practicing the tips mentioned for conveying empathy, be sure to lean forward, make eye contact, and nod your head when appropriate.

One of the best ways to balance active listening with data collection is to use a client management software that is easy to use. When you have a client management software that makes it easy to enter data and take notes, you no longer have to focus on the hassles of technology. Instead, you can focus on your client, confident that you are gathering the required information while still giving your client full attention.

Principle #2: Using Evidence-Based Practice

As evidence-based practice (EBP) is increasingly emphasized in social work, it is an important principle for social workers and case managers to remember and apply. EBP is a process case managers use to guide and inform the delivery of services, integrating the following four components:

- Current client needs, situation, and environment
- Best available research evidence
- Client values and preferences
- Case manager's judgment and expertise

According to the Social Work Policy Institute, evidence-based practice requires that the case manager and client work together to identify and determine what works, and for whom and in which particular situations.

The EBP approach ensures that the development and implementation of a services plan produces the most effective outcomes possible.

There is much that can be said about evidence-based practice, but one important aspect worth

noting is that each of these components is equally weighted.

Principle 1 Analyze and Adjust

Even though the evidence may support a particular approach, you may need to take a different route if you are not seeing positive change in your client's life.

Principle 2 Collect and Evaluate Quality Data

In order to use the evidence-based practice model, you must take the time to collect and evaluate precise data. In doing so, you are able to clearly see what works and what doesn't work.

One way to ensure quality data collection and evaluation is the proper utilization of case management software. When you have a client management software that complies with industry data standards, facilitates streamlined intake and assessment, and allows for seamless generation of reports, you can rest assured that you are gathering the information necessary to best inform your practice.

Principle #3: Empowering Your Client

Dating back to the late 19th century, early social work case managers viewed themselves as benevolent helpers. However, caseworkers today now recognize their relationship with clients as a partnership instead (according to NASW).

As you recognize the dignity, worth, and rights that belong to each of your clients, you can instill a sense of self-determination in each of your

clients as you guide them. This will empower them to reach higher levels of life satisfaction. This will also leave them with the confidence to make healthy choices.

Help the Client Define and Own Their Story

This is part of being empathic when interacting with your client. Emphasize the significance of helping the client define their situation, clarifying the reasons they have sought assistance and helping them evaluate and give meaning to the factors that affect their situations. But remember that as you listen and seek to understand your client's situation, you must be careful to remember **it is their story, not yours.**

In assessment, the client's understanding of their own situation, their view of the situation, the meaning they ascribe to the situation, and their feelings or emotions tied to the situation surpass facts found in client data, academic research, and your personal or professional interpretation of the client's story. In this, it is important to believe the client.

Clients may need help to articulate their problem situations, and 'caring confrontation' by the

worker may facilitate that process. However, clients' understandings of reality are no less real than the social constructions of reality of the professionals assisting them.

The client owns the story, and if they sense that you respect their ownership of their story, they will feel empowered to more fully share it with you.

Recognize the Client's Individuality

Because every client is different, the services they receive must be tailored to the client's specific needs. In one regard, this involves asking the client questions such as:

- What do you want and expect from assistance?
- What do you hope to have happen in relation to your current problem situation?
- What do you believe are your strengths?

Asking these questions helps the client consider their own situation and contribute to their own services plan.

[Three-Key-Principles-for-Effective-Case-Management.pdf \(tcsq.edu\)](#)

World TB Commemoration on 24th March 2024

The 2024 World stop TB Day National Event will be hosted by Gauteng Health Province at Sedibeng District, Emfuleni Sub District.

THEME FOR 24TH MARCH 2024 :

“Yes! We can end TB”.

TB is still one of the world's deadliest diseases and recent years have seen a worrying increase in drug-resistant TB.

The Message:

As we come together to commemorate World Tuberculosis Day each year on the 24th of March , we stand in solidarity with the millions of people who fall ill with TB each year and we pay tribute to the millions who have lost their lives from this preventable and curable disease.

The Purpose:

Each year, we recognize World TB Day on March 24. This annual event commemorates the date in 1882 when Dr. Robert Koch announced his discovery of Mycobacterium tuberculosis, the bacillus that causes tuberculosis (TB).

Medical Scheme Benefits for TB as per CMS:

TB is deadly if it is not properly treated. As a prescribed minimum benefit (PMB), the benefits for pulmonary TB, as stated in Annexure A of the Medical Schemes Act, include the diagnosis of pulmonary TB, acute medical management

thereof, and successful transfer to maintenance therapy in accordance with the guidelines of the Department of Health.

PMB entitlement includes the diagnosis, treatment, and care costs of the condition. In most cases, you will discover that you have TB only after the diagnostic tests have been completed. Your scheme must provide cover for the consultation(s) and appropriate investigation (s) radiology and pathology) that were necessary to make the diagnosis. If your scheme initially covered these costs from your savings account, you should ask them to review the claims and allocate the costs to the risk pool since PMB-related services may not be paid from savings accounts. If your funds were depleted and you had to pay for the diagnosis yourself, the scheme must once again be notified and requested to re-process the claims accordingly.

Quote :

“Take your tuberculosis medicine every day and complete the whole course. Do not stop taking it once you start feeling better.” – Marli Weldhagen, Clinical Analyst at the Council for Medical Schemes (2009)

Disclaimer – New Data Report will be published in March 2024 during the WORLD TB Commemoration.

Data :

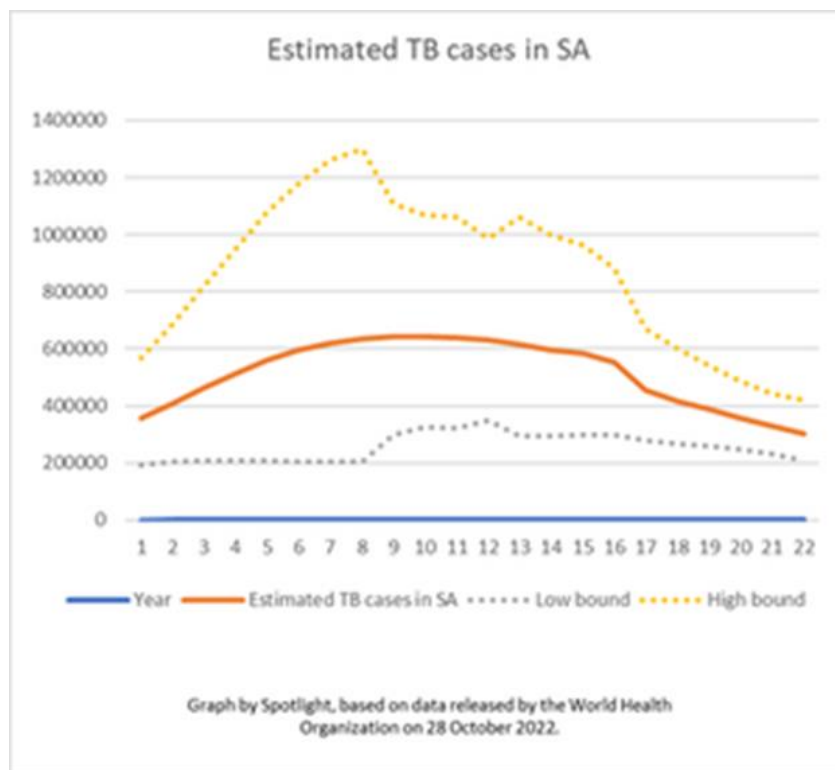
The estimate that 304 000 people fell ill with TB in South Africa in 2021 is somewhat lower than may have been expected based on estimates in previous years. There is, however, significant uncertainty about the true number – the WHO indicates a confidence interval of 207 000 to 421 000. The 304 000 estimate is, however, roughly in line with estimates from Thembisa TB, a recently developed TB version of South Africa's leading HIV model.

Cure Rate %:

Percentage of new smear positive patients who are documented to be cured, or to be successfully completed treatment. In a well performing area, 80-85% of patients will be successfully treated.

Death Rate :

In 2021 an estimated 304 000 people in South Africa fell ill with tuberculosis and 56 000 died from the disease, according to new World Health Organization (WHO)



International Special Interest Group (SIG)

By Carol Garner



At the **2023 CMSA conference** in Las Vegas the **International Special Interest Group** was formed.

The objective of this group is to unite case managers from across the world and to learn from each other.

Case Management has developed to varying degrees in different countries and I am proud to say that South Africa is one of the most advanced.

The steering committee for this group falls under the bigger CMSA membership portfolio headed by Nadine Carter in the USA.

The steering committee includes heads of case management associations from Germany, UAE, Kenya, and South Africa.

Through this group we have successfully negotiated significant reduction in the membership fees for joining CMSA as an international member. This membership opens

access to training and information that is not available generally.

We also introduced a series of networking sessions via Teams where case managers from across the world can ask questions, listen to challenges experienced in other countries and you will be amazed to know we are not unique in the challenges we face.

Our first networking session was held on 28 February @6pm to accommodate the wide range of time zones and we had delegates from as far as Pakistan all the way to Canada which was awesome. During the first session we were introduced to case management in the UAE and Germany which was eye opening and enlightening.

This session is open to all case managers and there is no charge for attending.

I look forward to seeing you all next time and we will send out a notification in advance.

**Winner of the Woolworths voucher for
ISIG of CMSA USA Inaugural Networking
Session held on 28 February 2024 is:**

Rapula Gaotime from Sibanye

Congratulations!!

CMASA – Our Association!

By Kay Cupido

was glancing through previous copies of our newsletters and came across this. This was published in a newsletter of 2017.



The benefits of membership to CMASA are many and growing. These include:

- Professional development and educational offerings;
- Networking with other Case Managers facing similar challenges;
- Opportunity to influence the development of CMASA;
- Opportunity to develop a broader range of skills through involvement with committees and other CMASA activities
- Access to the newsletter and website highlighting topical issues.

As you can see that in 7 years our fees have increased to only **R400**. If you recall Carol's topic in our **October/November 2023** on ***Why belong?***, our benefits have increased as well.

We always have such a good turnout for Conference and people rave about CMASA.

Guys, put your money where your mouth is, please join.

Its easy, go to www.casemanagement.co.za and go into [membership](#).

REMINDER

Caressa Case Managers' Choice Award

This is the last before Conference, so please send in your nominations before the 15th of March 2024.

We are very grateful and thrilled to confirm a new award for case managers to be known as the Caressa Case Managers Choice Award, we wish to extend our deepest appreciation to Gerrie Scheepers for this award and for his support of case management.

Each month between June 2023 and March 2024, a case Manager of the month will be announced and there will be a monthly prize. From these 10 winners the Case Manager of the year will be selected.

The Case Manager of the year will be announced at the CMASA conference.

The Process:

1. A colleague must nominate the case manager with a short write up of the circumstances of her/his reason why the case manager should qualify as the case manager of the month.
2. The cut-off date for the nominations will be the 15th of the month.
3. The winner will be announced before the end of each month.

The Prize:

- R 1 000 cash prize for monthly winners
- R 20 000 cash prize for the final winner

NB: this is only open to paid up CMASA members, so pay your fees!

Entries to be mailed to casemanageroftheyear@caressa.co.za

This collaboration is very exciting, so let's get those entries in.

If you want to feel more respected as you get older, say goodbye to these 9 habits

Snippets from
[Hackspirit.com](https://hackspirit.com)

It's not about becoming a curmudgeon or a grump. But there are certain habits that, if left unchecked, can make us feel less respected as we get older.

It's all about being mindful of the choices we make, every day. And folks who have mastered the art of aging gracefully know that there are some habits they just need to kiss goodbye.

Let's dive into these **9 habits** you might want to ditch if you're aiming to feel more respected in your golden years.

1) Pretending you're still 21

One of the biggest mistakes we can make as we get older is trying to hang onto our youth a bit too tightly.

Don't get me wrong, there's nothing wrong with having a youthful spirit. But there's a big difference between maintaining a youthful energy and stubbornly refusing to acknowledge the passing of time.

People tend to respect those who embrace their age with grace and dignity. And that means acknowledging that you're not in the same place you were when you were 21.

It means knowing that your body has different needs, that your priorities have shifted, and that you've grown and changed in many ways.

Accepting your age and acting accordingly is a surefire way to earn respect as you get older.

2) Not listening to others

I've learned over the years that one of the quickest ways to lose respect is by not listening to others.

Everyone has their own unique experiences and perspectives to share.

By taking the time to listen, you not only show respect towards them, but also come across as someone who values different viewpoints. This is a habit worth cultivating as we get older.

3) Being closed to new experiences

As we grow older, it's easy to fall into the same routines and resist stepping out of our comfort zones. But did you know that being open to new experiences is linked to longevity and better mental health?

Whether it's trying a new cuisine, picking up a new hobby, or traveling to a country you've never been before – staying open to the endless possibilities' life has to offer can not only enrich your life but also boost your respect factor.

4) Ignoring your health

Health becomes increasingly important as we age. Ignoring it isn't just bad for your physical and mental well-being, it also sends a message that you don't value yourself enough to take care of your body.

Maintaining a healthy lifestyle shows self-respect and self-love. Eating nutritious food, exercising

regularly, getting enough sleep – these are all signs of a person who values their health and well-being.

When you prioritize your health, you're also setting a positive example for those around you.

5) Fearing change

Change is a part of life. It's inevitable and constant. Yet, many of us fear it, especially as we get older. We might think that sticking to our old ways is safer or more comfortable. But in reality, fearing change can limit our growth and potential.

By embracing change, we show others that we are adaptable and open-minded, qualities that are highly respected in today's fast-paced world.

6) Holding onto grudges

Life is too short to hold onto grudges. They weigh us down, cloud our judgment, and prevent us from moving forward. Plus, holding onto anger or resentment can actually harm your physical health.

7) Being too proud to ask for help

I've always prided myself on being independent, able to handle anything that comes my way. But as I've gotten older, I've realized that asking for help isn't a sign of weakness – it's a sign of strength.

8) Neglecting your appearance

As we age, it's easy to fall into the mindset that appearances don't matter as much. While it's

true that character and integrity are more important, neglecting your personal grooming can give off the wrong impression.

Maintaining a neat and clean appearance shows respect for yourself and others. It sends a message that you care about how you present yourself to the world.

9) Living in the past

The most important thing to remember is this: Living in the past will rob you of the respect you deserve in the present. Constantly reminiscing about the "good old days" or dwelling on past mistakes doesn't allow you to fully engage with the life you have now.

Embrace the present, learn from the past, but don't let it dictate your present or future. This shows others that you're forward-thinking, adaptable, and open to growth – qualities that are universally respected.



Recipe

Bean Salad

Ingredients:

One can each of:

- butter beans
- garbanzos,
- cannellini,
- black eyed peas,
- pinto,
- and kidney beans



Method:

Drain and rinse beans thoroughly.

Add 8 oz of roasted red peppers, 2-3 stalks of celery chopped, fresh string beans. Olive oil, white vinegar. And the seasoning is all to taste; salt, pepper, garlic and onion powder, Italian seasoning. You can really put anything else you like; Italian dressing, grated cheese, olives, tomatoes, etc.



CMASANOW Advertising Opportunity

CMASANOW Magazine is our very own publication, specifically geared towards the Case Manager. This is a quarterly publication packed with interesting articles, the latest international and local industry news, as well as vital information to help you become the best case manager possible.

Should you or your business be interested in featuring and advertising in CMASANOW, please contact **Carol Garner** on **010 592 2347** or email **info@casemanagement.co.za**.

Note from the desk of the Exco Chairperson

Carol Garner



Greetings,

Time stands still for no one, and it's been a busy fast pace start to the year.

The nominations received monthly for the Caressa Case Manager of the year have been good to see. What has really been amazing, is the variety of different case management functions that have been nominated.

It will be exciting to see who takes that big reward of R20 000 home.

The international Special interest group is taking traction and I trust that those of you who joined the last session enjoyed it. Thank you to those of you who have given us feedback, it was very encouraging. Look out for the next session and join in.

We are finalising the conference program and details, and we trust that we will once again meet your expectations. I really hope to see a lot of you at conference. Get those dancing shoes ready.

Till we meet again

Stay Passionate about your Profession.

Carol