

## GOALS

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Increasingly, case managers are being recognized as an essential component of healthcare delivery.

We adhere to CASE MANAGEMENT GOALS as described by CMSA standards of practice for Case Management.

Our goals are:

To enhance an individual's safety, productivity, satisfaction and quality of life.

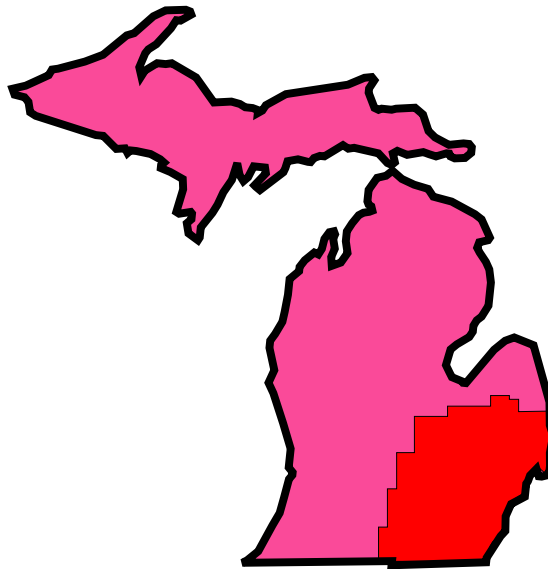
To assure that appropriate services are generated in a timely and cost effective manner.

To assist clients to achieve an enhanced level of health and to maintain wellness and function by facilitating health services.

To assist clients to appropriately self advocate, direct self care, and make informed health care decisions.

To maintain ongoing documentation and reporting of goal achievement.

Serving the State of Michigan since 2003.



**Action Case Management, Inc.**  
2864 Carpenter Rd., Suite 400  
Ann Arbor, Michigan 48108  
734.477.9200 734.477.9229 fax  
[www.actioncasemgt.com](http://www.actioncasemgt.com)

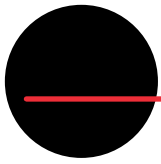


## Comprehensive Case Management Services



### The CMSA Detroit Chapter Mission

*“Case/Care Managers believe patients need an advocate...one who helps clients understand what's wrong with them, what they need to do about it and why those treatments are important. In this way case and care managers serve as catalysts. By participating, case and care managers enable their clients to achieve goals more effectively and efficiently.”*



## PHILOSOPHY

Action Case Management fulfills the definition of case management through a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individual's health needs, using communication and available resources to promote quality, cost effective outcomes.

Action Case Management also assists clients with establishing benefits and paperwork for wage loss benefits and PIP benefits, SSD and SSDI claims, assigned claims and we help secure attendant care and replacement services if needed.

There is no fee for services to attorneys, clients or their families, Action Case Management invoices the insurance company directly.

We are the liaison between the client, family members, attorneys, insurance company and treatment providers/facilities so that everyone can work together towards recovery.

Action Case Management believes that all individuals experiencing serious injuries or illnesses should be evaluated for case management services.

Action Case Management is committed to the ethical standards of the Case Management Society of America.

## PRIMARY ROLES

Action Case Management employs skilled case managers to facilitate and oversee medical care for patients requiring medical intervention. The case managers primary roles are: Assessment, Planning, Facilitation, Monitoring, and Advocacy.

### ASSESSMENT

Case managers gather relevant, comprehensive information required for accurate client assessment.

### PLANNING

Case managers engage the client and their family in the planning process as the primary decision maker and goal setter following the recommendations of their physician.

### FACILITATION

In order to develop an appropriate plan of care the case managers will actively promote, coordinate and facilitate communication among the client and their family, the primary care physician/PM&R, members of the healthcare team, the insurance company, and other relevant parties.

### MONITORING

The case manager employs a process of ongoing assessment and documentation to monitor the quality of care, services and products delivered to the client to determine if the goals of the plan of care are being achieved, whether they remain appropriate, and what actions may be implemented to enhance positive outcomes.

### ADVOCACY

Case managers advocate understanding and respect for the beliefs, value system, and decisions of the client. At Action Case Management we recognize the client's right to make informed choices.

## PROCESS

Case management services begin with contact between the case manager and client and continue as an ongoing relationship.

Our Case Managers coordinate care through individualized care plans with multi disciplinary intervention.

Within 24 hours	<b>Client Contact</b>
Within 72 hours	<b>Home visit and needs assessed</b>
Within 2 weeks	<b>Handling Plan</b>
Every 30 days	<b>Comprehensive Report</b>

