Case Conferencing

OBJECTIVES

At the end of this unit, participants will be able to:

- Understand the purpose of a case conference
- Describe the difference between case coordination and case conferences
- List some practical things to consider when organizing a case conference
- Be aware of general documentation principles related to case conferences
- Identify what their site does to incorporate CHWs into the case conference process

INSTRUCTIONS

1. Prior to the session, review the PowerPoint slides and handout. Prepare a flip chart sheet with the header: Example of Case Conferences.
2. Welcome participants and review the objectives (slide 2).
3. Review definitions of case conferences vs. case coordination and facilitate brief discussion as indicated in slide notes (slides 3–5).
4. Review slides on options for case conferences, how they are used, why one would be held, and why it would be documented in a client’s record. Ask questions and facilitate brief discussion as indicated in slide notes (slides 6-10). Note responses from participants on flip chart. Review slide 8 and ask “Why do we document case conferences?” Distribute Handout “Example Case Conference form.”
6. Review slide on what to do during and after a case conference (slides 13–14).
7. Wrap up. Ask if there are any final questions. Ask participants to each identify a key message they learned from this unit. Thank participants for their contributions.

Related C3 Roles

Care coordination, case management, and system navigation; providing coaching and social support; advocating for individuals and communities

Related C3 Skills

Communication skills, interpersonal and relationship-building skills, service coordination and navigation skills

Method(s) of Instruction

Lecture, small group and dyad practice, site-specific discussions.

Facilitator’s note: Ideally an experienced CHW and supervisor present as a team.

Estimated time

2 hours

Key Concepts

Case conference; service coordinator; patient plan

Materials

- Computer with internet access and projector
- PowerPoint slides
- Flip chart
- Markers

Handout

- Example Case Conference Form
By the end of the unit, participants will be able to:

- Understand the purpose of a case conference
- Describe the difference between case coordination and case conferences
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- Identify what their site does to incorporate CHWs into the case conference process

What is a Case Conference?

- A meeting attended by representatives from the agencies involved with a particular client and members of their care team to plan future provision of health, behavioral health (Mental Health/Substance Use) and/or social services.

What’s the Difference Between Case Conferencing and Case Coordination?

- Case coordination includes communication, information sharing, and collaboration, and occurs regularly with case management and other staff serving the client within and between agencies in the community. Coordination activities may include directly arranging access, reducing barriers to obtaining services, establishing linkages, and other activities recorded in progress notes.
Case Conferencing

**SLIDE 5**

Review the slide.

Ask, “What do you notice are differences between the two?” Write responses on flip chart.

Ask, “How many people in your agency participate in case conferences? Case coordination?”

**SLIDE 6**

Review the slide.

**SLIDE 7**

Review the slide.

Ask, “What are some examples of situations when a case conference would be helpful?”

Note responses on flip chart.

**SLIDE 8**

Ask, “Why would you document a case conference in the client’s record?”

Write responses on flipchart.

Review the slide.

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**Options for Case Conferences**

- May be face-to-face or by phone/videoconference.
- May be held at routine intervals or during periods of significant change (e.g., change in medication, change in housing status of the client, etc.)

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**What’s the Difference Between Case Conferencing and Case Coordination?**

- Case conferencing differs from routine coordination. Case conferencing is a more formal, planned, and structured event separate from regular contacts. The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. Case conferences are usually interdisciplinary, and include one or multiple internal and external providers and, if possible and appropriate, the client and family members/close supports.

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**Case Conferences Can Be Used:**

- To identify or clarify issues regarding a client’s status, needs, and goals
- To review activities including progress and barriers towards goals; to map roles and responsibilities
- To resolve conflicts or strategic solutions
- To adjust current service plans
- What are some examples of situations when a case conference would be helpful?

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**Case Conferences are Documented in the Client’s Record**

- Why would you document a case conference in the client’s record?
- A case conference form can help document the participants, topics discussed, and follow up needed as a result of a case conference. When distributed immediately to attendees, the form reminds each participant of the roles and activities they’ve agreed to perform.
- See sample case conference form
SLIDE 9
Review the slide and ask, “What are some examples of situations when you might want to involve the client?”
Write responses on flip chart.

SLIDE 10
Review the slide and facilitate a discussion, writing responses on flip chart.

SLIDE 11
Review the slide.

SLIDE 12
Review the slide.
During the Case Conference:
- Set ground rules
- Maintain boundaries and confidentiality
- Speak of the client respectfully
- Determine what will be shared with the client, other staff, and how this will be communicated

After the Case Conference
- Type up and distribute notes as agreed
- Follow up on assignments
- What do you do when assignments are not completed and/or agreements are not honored?

SLIDE 13
Review the slide.

SLIDE 14
Review the slide.

Ask, “What do you do when assignments are not completed and/or agreements are not honored?”

Examples to note:
1. If you can’t follow up as the CHW, or if you have trouble with a partner or team member, talk with your supervisor to make a plan.
2. If the client is not following through, ask your supervisor for advice. During your next meeting with the client, bring the case conference agreement and the care plan and discuss openly what next steps would be realistic for the client.
# Example Case Conference Form

<table>
<thead>
<tr>
<th>Client Name:</th>
<th>Chart #:</th>
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<tbody>
<tr>
<td>Organizer:</td>
<td>Case Conference Date:</td>
</tr>
<tr>
<td>Client to be present at meeting</td>
<td>Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Case Conference Participants &amp; Title</th>
<th>Agency &amp; Phone</th>
<th>Signed ROI</th>
<th>Phone or In Person</th>
</tr>
</thead>
<tbody>
<tr>
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**Purpose of case conference:**

**Brief assessment of client status and unmet needs:**

**Progress in current service plan and/or other notes:**
# ACTION PLAN ASSIGNMENTS FOLLOWING CASE CONFERENCE MEETING (Track actions)

<table>
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<th>Action Item</th>
<th>Due Date</th>
<th>Follow Up Notes</th>
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Organizer Signature & Date:

____________________________

Supervisor Signature & Date:

____________________________
This curricula draws from and is adapted from other training curricula for peer educators and community health workers, such as the Building Blocks to Peer Success (https://ciswh.org/resources/HIV-peer-training-toolkit) and the Community Capacitation Center, Multnomah County Health Department (https://multco.us/health/community-health/community-capacitation-center)

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