



BAKER COLLEGE

STUDENT LEARNING OUTCOMES

HUS 2210A Case Management
3 Semester Credit Hours

Student Learning Outcomes and Enabling Objectives

1. Explore past and current roles and functions of case managers.
 - a. Identify the various settings that utilize case managers.
 - b. Describe employment opportunities for case managers in a variety of settings.
 - c. Outline the history of case management.
2. Assess how to be an effective case manager in a variety of settings.
 - a. Examine effective verbal and non-verbal communication skills.
 - b. Develop self-awareness of professional strengths and weaknesses.
 - c. Demonstrate positive/professional interview and listening skills.
 - d. Demonstrate effective/professional assessment skills.
 - e. Explore the aspects of building respectful relationships with clients, family members, and community.
3. Develop case management service plans.
 - a. Analyze the role of case documentation in case management.
 - b. Utilize effective written communication skills in creating various components of a case management service plan including:
 - i. Intake assessment/ narrative history
 - ii. Effective client-centered goals and objectives
 - iii. Clear progress notes
 - iv. Discharge summary
 - c. Explore necessary skills to design and implement a plan of action.
4. Evaluate ethical and legal issues related to case management.
 - a. Discuss developing and sustaining ethical behaviors in case management settings
 - b. Analyze professional solutions to ethical dilemmas.
 - c. Explore the importance of legal compliance regarding confidentiality and documentation.
5. Create a community resources guide.
 - a. Develop a beginning referral network of community resources that may be used to address a variety of client needs
 - b. Explore using the Internet, library, and other sources to identify resources.

6. Evaluate the importance of cultural competence and understanding diverse populations in case management.
 - a. Explore the role culture may play in the utilization of community resources and interventions.
 - b. Explore the need to understand and respect cultural differences.

Big Ideas and Essential Questions

Big Ideas

- Case Management Skills
- Role of Case Manager
- Law and Ethics
- Cultural Competence
- Treatment Planning
- Community Resources

Essential Questions

1. What roles do case managers fill in an agency?
2. What is a treatment plan and how it is helpful in case management?
3. How does a case manager collaborate with other agencies and make referrals?
4. How does a case manager obtain, synthesize, assess, and clearly report information from various sources?
5. What skills are necessary for effective case management?
6. How does a case manager develop and sustain behaviors that are congruent with the law, values, and ethics of the profession, including the need to be culturally competent?

These SLOs are approved for experiential credit.

Effective: Spring 2023