



Commission for Case Manager Certification

## ***Frequently Asked Questions about the Case Management Body of Knowledge***

### **What is the Case Management Body of Knowledge?**

The Case Management Body of Knowledge™ (CMBOK™) is the first up-to-date, comprehensive, peer-reviewed online resource for the professional case manager and those interested in the practice of case management. It offers inclusive information in one place, in an easy-to-access, use and understand, Web-based format.



### **When will it be available?**

June 1, 2011, with additional and updated content available on an ongoing basis.

### **What was the impetus for the CMBOK?**

There has been a dearth of standardized information available about the field.

Case managers and future case managers expressed a hunger for resources to learn more about the profession of case management -- its requirements, processes, best practices, related regulations. Few resources exist to prepare professional case managers for their jobs, and there has been no single, comprehensive knowledge source to turn to about the process and practice of case management. Neither has there been a single reference work for established, board-certified case managers—those who have passed the Commission's rigorous CCM® certification exam--to reinforce and refresh their knowledge of the foundational elements involved in case management.

### **Why now?**

The advent of new models of care under health reform—in particular, the medical home and accountable care organizations--add another element of urgency to the quest for knowledge. Health care delivery is undergoing tremendous transformation, and case managers want to be prepared.

### **How do you envision CMBOK being used?**

The CMBOK can be used by supervisors as a resource for staff training, by academic leaders to inform graduate programs, and by front-line case managers to inform patients and other members of the care team about the role of case management. For all case managers seeking continuing education credit, CMBOK is a peer-reviewed, trusted resource.

CMBOK is a continuing education and resource tool offering practice and process knowledge to equip today's professional case managers with the foundational knowledge they need for effective and competent practice. The more up-to-date case managers are, the more standardized their practice, the more effective they will be.

### **Is it only for case managers?**

No. It is for anyone seeking information about what a case manager does and the process the professional case manager uses.

The Commission intends for the CMBOK to be used in institutional, academic and employer environments as well. The content is appropriate for anyone with an interest in—or a need to know about—case management. That includes government agencies as well as quality and accreditation organizations.

### **How did all this come together?**

The process began with a panel of subject-matter experts that met regularly and developed the framework, with the assistance of a case management researcher and an expert in creating knowledge frameworks. The subject-matter expert panel reflected diverse backgrounds: nursing, social work, vocational rehabilitation counseling and behavioral health specialists; and various case management practice settings. This expert panel developed a framework during a workshop in October 2009, drawing on the members' own experience and expertise.

Next, a customer feedback group reviewed and approved the framework. At that point, a team of professional writers, copy editors and case managers/writers began developing content. They interviewed subject-matter experts, conducted literature reviews on the various topics and prepared the initial drafts. The CMBOK content was then peer reviewed by experts in the field, ensuring its quality and completeness.

### **Is the CMBOK complete? How will this stay current?**

The CMBOK contains a rich breadth of knowledge, but it is a work in progress; more material is currently being prepared to add to it, and more is to come.

Adding to and updating the CMBOK is part of its evergreen design. The Commission is engaging an Editorial Advisory Board, a national group of subject matter experts representing the diverse health care community. This Advisory Board will provide the CMBOK knowledge editor and the Commission with expertise and guidance regarding major national trends that may impact editorial content decisions related to CMBOK. In addition, an Editorial Panel comprised of subject matter experts representing the diverse health care community will work actively with the CMBOK knowledge editor to identify additions, changes and/or product enhancements. This group will regularly

review and update CMBOK to incorporate industry trends. Because of its evolving nature, the CMBOK will remain an up-to-date resource.

**How does this fit into the Commission’s work?**

The Commission has long been the leading advocate for advancement of the professional case manager and the practice of case management. In the past, its primary focus has been on the certification exam. But in light of the expanded role of the case manager in recent years—particularly on care coordination in new models of care delivery--it is committed to the advancement and evolution of the case management profession through related programs and services. CMBOK represents part of that evolution. The Commission envisions offering more programs and services that advocate for and enhance professional case manager practice, and promote excellence, through its recently introduced CMLearning Network.