

NATIONAL ACADEMY OF CERTIFIED CARE MANAGERS

Content Domains and Care Manager Tasks

The Care Manager Certification examination questions contain content from the following domains. The approximate percentage of questions from each domain is also indicated.

Domain I. Assess and identify client strengths, needs, concerns, and preferences (21%)

- 1) Screen a potential client in order to determine the appropriateness of and eligibility for service
- 2) Conduct a comprehensive assessment of the client
- 3) Conduct an assessment of the client using standardized instruments
- 4) Conduct an assessment of the client's informal and formal support system
- 5) Assess the client's ability to participate in developing the care plan
- 6) Collect additional data by contacting relevant sources (e.g. physician(s), social support systems, and other care providers) in order to validate and expand the information obtained
- 7) Synthesize and interpret the assessment data
- 8) Document all intake and assessment information

Domain II. Establish goals and a plan of care (21%)

- 1) Prioritize areas of concern in collaboration with client and support system in order to identify potential areas for intervention
- 2) Identify options and resources that address the areas identified for intervention
- 3) Discuss with the client the advantages, disadvantages, and costs of available/appropriate options and resources
- 4) Work with client/responsible party in order to establish mutually agreed upon goals
- 5) Develop action steps in order to achieve the agreed upon care plan goals
- 6) Develop a timeline for implementation
- 7) Document care plan

Domain III. Implement care plan (19%)

- 1) Coordinate services and interventions
- 2) Communicate to the client and the client's support system the goals of the care plan
- 3) Obtain consensus of the client and client support system for the care plan
- 4) Document action steps taken related to the provision of services and progress toward goals

Domain IV. Manage and monitor the ongoing provision of and need for care (19%)

- 1) Monitor service delivery and intervention(s)
- 2) Perform periodic reassessment of client status
- 3) Evaluate client satisfaction with services
- 4) Evaluate progress toward goal achievement
- 5) Determine need for and make adjustments to care plan
- 6) Document monitoring activities and client status
- 7) Develop a process for termination of services
- 8) Document reasons for service termination in client record

Domain V. Ensure professional practice and supervision of care management (20%)

- 1) Promote client autonomy and right to self-determination
- 2) Recognize and respect diversity with respect to factors such as culture, religion, ethnicity, gender, sexual orientation, and socioeconomic status, in order to uphold client's value system, preferences, and choices
- 3) Adhere to standards of practice and professional codes of ethics and strategies for identifying and resolving ethical dilemmas
- 4) Document and analyze business practices, risk management strategies and financial metrics to ensure they are consistent with the standards of practice and code of ethics of the profession and to ensure quality and effective services administration to clients
- 5) Participate in peer review and/or clinical supervision
- 6) Develop knowledge of the principles of effective supervision of care management services and perform ongoing monitoring of supervised staff to ensure accountability, success, and self-efficacy

Content domains, care manager tasks, and percentages were reviewed, updated, and approved by the Board of Directors on September 7, 2016.