



NATIONAL ACADEMY OF CERTIFIED CARE MANAGERS

Supervision/Consultation

Supervision/consultation is defined as individual, group, or peer review of performance, use of clinical skills and core care manager functions. Supervision and or consultation can be provide by professional colleagues, mentors, clinical supervisors, or program managers who are preferably (but not required to be) certified in care management.

Each year of required care management experience must include 50 hours of supervision.

Supervision may be formal and/or informal and is expected to include:

- The use of clinical skills and core care manager tasks
- Record review
- Case examples
- Current practice issues
- Ethical dilemmas
- Care management interventions, and
- Quality evaluation measures

Acceptable Methods of Supervision/Consultation for the Independent Practitioner/Business Owner/Supervisor of Care Managers

Supervision/Consultation In-Person, by Phone, or Virtually

- Establish a paid consultative relationship with a member of the Aging Life Care Association® (ALCA) in another geographical area
- Establish a paid consultative relationship with a local professional colleague with expertise in the field of care management and/or in the population you serve

Peer-to-Peer Supervision/Consultation

- Participate in pre review sessions at ALCA regional meetings
- Participate in a local case conferencing group
- Review a peers client records and provide feed back
- Participate on ethics committee related to care management, health and social service, geriatrics, etc.
- Participate in a journal club using care management journals

Acceptable Methods of Supervision/Consultation for the Care Manager Employee include the options listed above for independent practitioners as well as:

- Regular Team Case Conferencing that includes review of care management practice
- Clinical Supervision Sessions offered in your practice setting

Documentation of Supervision for New Applicants

- This information is documented on the Verification Form for Supervised Care Management Experience and Direct Client Experience. Contact information for administrators and/or supervisors must be included as well as the method and number of hours.

Contact NACCM if you have additional questions.

3275 W. Ina Road Suite 130
Tucson, AZ 85741

Phone: 520.884.4240
Fax: 520.325.7925

Email: info@naccm.net