

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Evaluate the Effectiveness of Case Management
Code	106199L4
Range	This unit of competency is applicable to employees in the elderly care service industry who are responsible for case management. This competency involves the ability of analysis and assessment. Employees are required to evaluate the effectiveness of case management plans with various methods according to individual objectives and content of such plans; identify any room for improvement in the plan, and use it as the ground upon which the plan can be amended, or concluded.
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on evaluation of effectiveness of case management</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the definition, core value, principle, objectives and strategy of case management • Understand the scope of work of other professional workers within the institution • Understand various elderly services and elderly care resources • Understand the workflow of case management in the institution • Understand good communication skills • Understand various ways to evaluate effectiveness of case management, for example, <ul style="list-style-type: none"> ○ How satisfied elderlies and their families are towards the service ○ Service effectiveness markers, for example, number of fall incidents among elderlies after improvement of their home environment ○ Evaluation and assessment report by various professional teams, for example, mini mental state examinations and interview records • Understand the guidelines and procedures to evaluate of effectiveness in the institution <p>2. Evaluate effectiveness of case management</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Set performance indicators according to the objectives of case management plans, including qualitative and quantitative indicators, so as to measure elderlies' improvement after receiving services • Collect data and information of performance indicators via various channels, for example, <ul style="list-style-type: none"> ○ Interviews with elderlies and the carers ○ Statistics, for example, number of hospital admissions or fall incidents ○ Case meeting ○ Evaluation and assessment results by various professional teams • Analyse the effectiveness of the plan according to the data and information collected with respect to the performance indicators; provide follow-up action or amend / fine-tune the plan. • Understand and analyse the reasons behind if the service does not achieve the expected effect, and make improvements • Ensure there is no further need to follow up the case and close the case if the service has achieved the expected effect <p>3. Exhibit professionalism</p>

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

	<p>Be able to</p> <ul style="list-style-type: none">• Formulate standards/criteria to measure the effectiveness of case management plan using professional knowledge and stay objective in the process
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to set performance indicators according to the guidelines and procedures of the institution relevant to effectiveness evaluation, the objectives and details of individual case management plan, in order to evaluate service effectiveness; and• Ability to identify any room for improvement according to the evaluation result, adjust the plan or close the case.
Remark	