

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

Functional Area - Management

Title	Implement Comprehensive Case Management Plans
Code	106200L5
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 coordination. Employees are required to perform comprehensive and multidisciplinary assessment for elderlies and their carers; analyse their care needs; design personalized case management plans together with them, in order to provide comprehensive care to elderlies and enhance the quality of life of both elderlies and their carers.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on designing overall case management plan</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the definition, core value, principle, aim 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 • Have basic knowledge to understand assessment reports written by other professional workers • Understand the scope of a comprehensive assessment, including <ul style="list-style-type: none"> ○ Physical condition ○ Independence of activities of daily living (IADLs) and activities of daily living (ADLs) function ○ Cognitive function ○ Communication and hearing ○ Vision ○ Emotional state ○ status of social life ○ Continence / urination and bowel movements ○ Diagnosis of diseases ○ Health condition and illness prevention ○ Nutrition and water intake ○ Skin and wounds ○ Oral cavity/ teeth ○ Compliance to doctor's instruction to take medications ○ Financial status ○ Living environment ○ Informal support ○ Medical and social services elderlies are receiving ○ Resources available to carers and their abilities to take care of elderlies and their support network • Understand the method and principles in designing case care plans, including SMART principle: <ul style="list-style-type: none"> ○ Specific ○ Measurable ○ Attainable ○ Realistic ○ Time frame

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	<ul style="list-style-type: none"> • Acquire good communication, writing, organization and coordination skills • Acquire methods of drafting and documenting case management plan <p>2. Design comprehensive case management plan</p> <p style="padding-left: 20px;">be able to</p> <ul style="list-style-type: none"> • Provide comprehensive assessment by means of multidisciplinary collaboration with, say, social workers, nurses, occupational therapists, physiotherapists and registered health workers • Consolidate elderlies' assessment reports and observations by various professional workers; analyse elderlies' care needs, set a preliminary order of priority with respect to addressing individual problems • Understand the carers' situation regarding taking care of elderlies, analyse their level of ability, resources, limitations and any room for potential development • Inform elderlies and the carers of any long-term elderly care services or community services that they are eligible to apply for • Design care objectives and care plans together with elderlies and their carers, in order to meet elderlies' care needs; the plan may include: <ul style="list-style-type: none"> ○ Formulating concrete objectives ○ laying down solid content of case management plan ○ Setting a timeline to achieve the goals ○ Formulating methods to measure service effectiveness and time required for effects to set in ○ Responsibilities of all three parties: elderlies, their carers and the case manager ○ Date to review the plan • Draft and document case management plan, evaluate the plan as the date as planned • Adjust the case management plan appropriately when anything changes in elderlies' cases <p>3. Exhibit professionalism</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Comply with the Personal Data (Privacy) Ordinance when handling personal data • Design personalized and comprehensive plans for elderlies using professional knowledge; respect the rights of choice of elderlies and their carers
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to analyse elderlies' care needs according to the multidisciplinary and comprehensive assessment results and observations, design a concrete and feasible case management plan together with elderlies and their carers; and • Ability to evaluate the effectiveness of the case management plan regularly, assess the elderlies' conditions, adjust the service objectives and plan as needed.
Remark	