
Advanced Certificate in Case Management in Health and Social Care

Ethical and Legal Considerations in Case Management

****Accountability:**** The obligation of case managers to take responsibility for their actions and decisions, as well as the outcomes of their clients. Related terms include responsibility, liability, and ethical decision-making. Accountability is essential in case management to ensure that clients receive the best possible care and that case managers are acting in their clients' best interests.

****Advance Directive:**** A written document that outlines a person's wishes regarding their medical treatment in the event that they become unable to make decisions for themselves. Related terms include healthcare proxy, living will, and durable power of attorney for healthcare. Advance directives are essential for case managers to understand and respect, as they reflect the autonomy and self-determination of their clients.

****Autonomy:**** The right of individuals to make decisions about their own lives and healthcare, free from coercion or undue influence. Related terms include self-determination, informed consent, and patient-centered care. Autonomy is a fundamental principle in case management, as it recognizes the dignity and worth of each client and ensures that their needs and preferences are respected.

****Beneficence:**** The ethical principle of acting in the best interests of others, promoting their well-being and happiness. Related terms include non-maleficence, fidelity, and veracity. Beneficence is an essential concept in case management, as it requires case managers to prioritize the needs and goals of their clients and to act in their best interests at all times.

****Confidentiality:**** The ethical principle of protecting the privacy and confidentiality of clients' personal and medical information. Related terms include informed consent, HIPAA, and data privacy. Confidentiality is essential in case management to build trust and rapport with clients and to ensure that their personal and medical information is protected from unauthorized access or disclosure.

****Conflict of Interest:**** A situation in which a case manager's personal or professional interests may compromise their ability to act in the best interests of their clients. Related terms include dual agency, informed consent, and disclosure. Conflict of interest is a potential challenge in case management, as case managers must be vigilant in identifying and addressing any conflicts that may arise and ensuring that their clients' needs and interests are always prioritized.

****Decision-making Capacity:**** The ability of individuals to make informed decisions about their own healthcare, based on their values, preferences, and understanding of their medical condition. Related terms include competence, capacity assessments, and informed consent. Decision-making capacity is an essential concept in case management, as it recognizes the autonomy and self-determination of clients and ensures that they are able to make informed decisions about their own care.

****Dual Agency:**** A situation in which a case manager has conflicting obligations to two or more parties, such as a client and their family or a healthcare provider. Related terms include conflict of interest, informed consent, and disclosure. Dual agency is a potential challenge in case management, as case managers must be vigilant in identifying and addressing any conflicts that may arise and ensuring that their clients' needs and interests are always prioritized.

****Ethical Decision-making:**** The process of making decisions that are consistent with ethical principles, values, and standards. Related terms include accountability, beneficence, and non-maleficence. Ethical decision-making is essential in case management to ensure that clients receive the best possible care and that case managers are acting in their clients' best interests.

****Fidelity:**** The ethical principle of being faithful to one's commitments and obligations, including those to clients. Related terms include beneficence, non-maleficence, and veracity. Fidelity is an essential concept in case management, as it requires case managers to be trustworthy, reliable, and loyal to their clients.

****Health Insurance Portability and Accountability Act (HIPAA):**** A federal law that protects the privacy and security of individuals' personal and medical information. Related terms include confidentiality, informed consent, and data privacy. HIPAA is essential in case management to ensure that clients' personal and medical information is protected from unauthorized access or disclosure.

****Informed Consent:**** The process of obtaining voluntary and informed agreement from clients to engage in treatment or services, based on their understanding and acceptance of the potential risks, benefits, and alternatives. Related terms include decision-making capacity, competence, and disclosure. Informed consent is an essential concept in case management, as it recognizes the autonomy and self-determination of clients and ensures that they are able to make informed decisions about their own care.

****Liability:**** The legal responsibility of case managers for their actions and decisions, as well as the outcomes of their clients. Related terms include accountability, negligence, and malpractice. Liability is an essential concept in case management, as it requires case managers to be mindful of their legal obligations and to take appropriate steps to minimize the risk of harm to their clients.

****Living Will:**** A type of advance directive that outlines a person's wishes regarding their medical treatment in the event that they become unable to make decisions for themselves due to terminal illness or injury. Related terms include healthcare proxy, durable power of attorney for healthcare, and advance directive. Living wills are essential for case managers to understand and respect, as they reflect the autonomy and self-determination of their clients.

****Malpractice:**** The act of providing negligent or substandard care to a client, resulting in harm or injury. Related terms include liability, negligence, and standard of care. Malpractice is a legal concept in case management, as case managers must be mindful of their legal obligations and take appropriate steps to minimize the risk of harm to their clients.

****Negligence:**** The failure to exercise reasonable care, skill, or judgment in providing services to a client, resulting in harm or injury. Related terms include liability, malpractice, and standard of care. Negligence is a legal concept in case management, as case managers must be mindful of their legal obligations and take

appropriate steps to minimize the risk of harm to their clients.

****Non-maleficence:**** The ethical principle of avoiding harm and doing no intentional harm to others. Related terms include beneficence, fidelity, and veracity. Non-maleficence is an essential concept in case management, as it requires case managers to prioritize the safety and well-being of their clients and to take appropriate steps to minimize the risk of harm.

****Patient-centered Care:**** A model of care that focuses on the needs, values, and preferences of clients, and involves them as active partners in their own care. Related terms include autonomy, self-determination, and informed consent. Patient-centered care is an essential concept in case management, as it recognizes the dignity and worth of each client and ensures that their needs and preferences are respected.

****Responsibility:**** The ethical principle of being accountable for one's actions and decisions, and taking appropriate steps to fulfill one's obligations and duties. Related terms include accountability, liability, and ethical decision-making. Responsibility is an essential concept in case management, as it requires case managers to be reliable, trustworthy, and dedicated to their clients' well-being.

****Self-determination:**** The right of individuals to make decisions about their own lives, based on their values, preferences, and goals. Related terms include autonomy, informed consent, and patient-centered care. Self-determination is an essential concept in case management, as it recognizes the dignity and worth of each client and ensures that they are able to make informed decisions about their own care.

****Standard of Care:**** The level of care that a reasonable and prudent case manager would provide under similar circumstances. Related terms include negligence, malpractice, and liability. Standard of care is an essential concept in case management, as it provides a benchmark for evaluating the quality of care provided to clients and for identifying any deviations that may result in harm or injury.

****Veracity:**** The ethical principle of being truthful and honest in all interactions with clients. Related terms include beneficence, fidelity, and informed consent. Veracity is an essential concept in case management, as it requires case managers to be transparent and trustworthy in their communications with clients and to provide them with accurate and complete information about their care.

****Whistleblowing:**** The act of reporting unethical or illegal conduct by oneself or others within an organization. Related terms include accountability, ethical decision-making, and responsibility. Whistleblowing is an essential concept in case management, as it provides a mechanism for addressing and preventing unethical or illegal conduct and for promoting transparency, integrity, and accountability within the organization.