

GUIDE FOR A CASE MANAGER'S COMPETENCY-BASED PERFORMANCE APPRAISAL

Role Dimension	Relative Weight*	Key Performance Area†	Performance Expectations‡	Performance Level Achieved§	Comments
Clinical/Patient Care	40% 0.4	1. Appraise the need for the case management services through gathering and evaluation of relevant data. 2. 3. 4.	<ul style="list-style-type: none"> Assesses patient's condition to identify suitability for case management. Evaluates the patient based on the selection criteria for case management. Seeks patient's consent for the services; discusses the goals. 	Level: 3 Subscore: _____ $3 \times 0.4 = 1.2$	
Managerial/Leadership	25% 0.25	1. Advocates for clients through effective partnership with patients, their families, payers, and healthcare team members. 2. 3.	<ul style="list-style-type: none"> Establishes an effective relationship with patient, family, and healthcare team. Communicates with providers and payers in a timely fashion; obtains authorizations. Facilitates and maintains patients' independence in decision making. 	Level: 2 Subscore: _____ $2 \times 0.25 = 0.5$	
Business/Financial	15% 0.15	1. Integrates factors related to quality, safety, efficiency, and cost-effectiveness in managing patient care. 2. 3. 4.	<ul style="list-style-type: none"> Prevents duplication, fragmentation, or the use of unnecessary resources. Seeks authorization from managed care companies for specific services. Procures, coordinates, and facilitates healthcare services. 	Level: 2 Subscore: _____ $2 \times 0.15 = 0.3$	
Information Management/Communication	15% 0.15	1. Integrates the quality, safety, efficiency, and cost-effectiveness principles in outcomes management. 2. 3. 4.	<ul style="list-style-type: none"> Establishes measurable clinical, financial, and quality-of-care goals/outcomes. Identifies and manages variances of care. Maintains open communication with the interdisciplinary team regarding outcomes. Prepares and disseminates related reports. 	Level: 3 Subscore: _____ $3 \times 0.15 = 0.45$	
Professional Development/Advancement	5% 0.05	1. Maintains a competitive professional status and involves self in professional activities. 2. 3. 4.	<ul style="list-style-type: none"> Maintains membership in professional organizations. Advocates for patients in policy making. Applies appropriate research findings to the development of policies, procedures, and guidelines for cost-effective/high-quality practice. 	Level: 2 Subscore: _____ $2 \times 0.05 = 0.1$	

Total = 100%

**Total score = 2.55 (255)
Maximum score = 3 (300)**

*The total relative weight per dimension and must be distributed among the key performance areas appropriate to each dimension.

†These are only examples. Other more detailed expectations must be developed depending on the job description and the practice setting.

‡These are only examples. Others may be added depending on the job description. For example, if there are 4 performance areas in the clinical dimension, the total relative weight for the 4 areas must be equal to 0.4.

§Performance level achieved: 1 = does not meet expectations; 2 = meets expectations; 3 = exceeds expectations.

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