Integrated Care Pathways and Case Management Strategies Training Course

26 - 30 Oct 2026

Cape town

4600 € (Per Person)

Ref: #HSM7574_276214

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the critical frameworks of Integrated Care Pathways (ICPs) and case management, two pillars of modern, efficient, and patient-centered healthcare delivery. In an era of complex health needs and fragmented services, the ability to coordinate care seamlessly across different providers and settings is paramount. This program is meticulously designed to equip healthcare professionals with the knowledge and skills to design, implement, and evaluate effective care coordination strategies. We will explore the foundational principles of care pathways, drawing from the pioneering work of experts like Dr. Karen Zander, and examine how these structured plans can reduce clinical variance and improve outcomes. The course also delves into the multifaceted role of the case manager, from patient advocacy to resource management. Participants will gain practical insights into creating cohesive care plans that enhance patient safety, improve the patient experience, and optimize resource utilization. At BIG BEN Training Center, we bridge theory and practice, referencing key texts such as "Case Management: A Practical Guide for Education and Practice" to ensure participants can translate learned concepts into tangible improvements within their organizations, ultimately leading to a more integrated and responsive healthcare system.

Target Audience / This training course is suitable for:

- Case Managers and Care Coordinators.
- Clinical Nurse Specialists and Nurse Practitioners.
- Social Workers and Counselors.
- Healthcare Administrators and Managers.
- Physicians and Allied Health Professionals.
- Quality Improvement and Patient Safety Officers.
- Discharge Planners and Patient Navigators.
- Public Health Professionals.
- Insurance and Managed Care Professionals.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Long-Term Care and Rehabilitation Centers.
- Community Health Organizations and Clinics.
- Home Healthcare Agencies.
- Mental and Behavioral Health Services.
- Insurance Companies and Payer Organizations.
- Governmental Health Agencies and Public Health Departments.
- Integrated Health Networks and Accountable Care Organizations (ACOs).

Target Organizations Departments:

- Case Management and Care Coordination.
- Nursing and Clinical Services.
- Social Work and Patient Support Services.
- Quality Management and Performance Improvement.
- Medical Staff and Physician Groups.
- Population Health Management.
- Patient Experience and Advocacy.
- Clinical Operations and Administration.

Course Offerings:

By the end of this course, the participants will have able to:

- Design and implement evidence-based integrated care pathways for various patient populations.
- Apply advanced case management processes, including assessment, planning, intervention, and evaluation.
- Enhance interdisciplinary team collaboration to ensure seamless care transitions.
- Develop strategies for managing complex cases, including patients with chronic diseases and comorbidities.
- Utilize data and analytics to monitor pathway effectiveness and drive quality improvement.
- Navigate the ethical and legal considerations inherent in case management and care coordination.
- Advocate effectively for patients to ensure they receive timely and appropriate care.
- Lead initiatives to integrate care services across different healthcare settings.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lectures to create a dynamic learning environment centered on active participation and real-world application. The course heavily utilizes case studies drawn from diverse healthcare settings, allowing participants to analyze complex patient scenarios and develop strategic solutions for care coordination. Interactive group discussions and workshops encourage the sharing of experiences and best practices, fostering a collaborative atmosphere. Role-playing exercises will simulate challenging patient and inter-team communications, honing participants' advocacy and negotiation skills. Practical sessions will guide attendees through the steps of developing an integrated care pathway from scratch. Our expert facilitators provide continuous feedback and guide participants in creating actionable plans that they can implement within their own organizations. This blended approach ensures a comprehensive understanding of both the theoretical frameworks and the practical skills required for excellence in integrated care and case management.

Course Agenda (Course Units):

Unit One Foundations of Integrated Care and Case Management

- Introduction to Integrated Care Pathways (ICPs).
- The history and evolution of the case management profession.
- Core principles of patient-centered care coordination.
- Key models of case management and their applications.
- The role and responsibilities of the modern case manager.
- Understanding the healthcare continuum and care transitions.
- Ethical principles and legal frameworks in care coordination.

Unit Two Designing and Implementing Integrated Care Pathways

- The step-by-step process of ICP development.
- Utilizing evidence-based practice to inform pathway design.
- Engaging stakeholders and building interdisciplinary teams.
- Mapping the patient journey and identifying critical touchpoints.
- Setting clear objectives, timelines, and outcome measures for ICPs.
- Strategies for piloting and launching a new care pathway.
- Overcoming common barriers to ICP implementation.

Unit Three Advanced Case Management Processes and Skills

- Comprehensive patient assessment techniques (biopsychosocial).
- Developing individualized and goal-oriented care plans.
- Effective intervention strategies and resource allocation.
- Monitoring progress and evaluating care plan effectiveness.
- Advanced communication and motivational interviewing skills.
- Patient advocacy and empowerment techniques.
- Conflict resolution and negotiation with patients, families, and providers.

Unit Four Managing Complex Cases and Special Populations

- Strategies for managing patients with multiple chronic conditions.
- Integrated care approaches for mental and behavioral health.
- Case management considerations for geriatric populations.
- Addressing the unique needs of pediatric patients and their families.
- Managing high-risk, high-utilizer patient populations.
- Cultural competency in case management practice.
- Integrating social determinants of health into care planning.

Unit Five Quality, Leadership, and the Future of Coordinated Care

- Measuring the impact of ICPs and case management on quality and cost.
- Using variance analysis to refine and improve care pathways.
- The role of health information technology and data analytics in care coordination.
- Leadership and change management skills for case managers.
- Building a business case for integrated care programs.
- Future trends in case management and healthcare integration.
- Developing a personal action plan for professional growth.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can healthcare systems balance the standardization of integrated care pathways with the need for personalized, patient-centered care for individuals with unique and complex needs?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically merging the strategic, system-level framework of Integrated Care Pathways with the person-centered, micro-level practice of case management. While many programs treat these as separate disciplines, we recognize their symbiotic relationship in achieving superior health outcomes. Our curriculum is built on a foundation of practical application, moving beyond theoretical discourse to immerse participants in real-world scenarios and complex case studies that mirror the challenges they face daily. We emphasize the development of critical leadership and change management skills, empowering participants not just to be practitioners but to be champions of integrated care within their organizations. The course content is dynamically updated to reflect the latest in evidence-based practice, value-based care models, and the growing importance of addressing social determinants of health. Unlike programs that focus solely on clinical protocols, we dedicate significant time to honing the nuanced communication, negotiation, and advocacy skills that are the hallmarks of an exceptional case manager. This dual focus on system design and individual skill mastery provides a uniquely comprehensive and actionable learning experience.