

Case Manager training

Delegate programme

Secondary care

This new, highly interactive workshop draws on a credible evidence base of learning derived from nearly 20 years of working to support the fair management and resolution of performance concerns.

The programme content uses discussion, shared insight, video, in depth case studies and practical exercises designed to test your thinking.



Content includes

Day one	Day two
<ul style="list-style-type: none"> • Introduction to case management • Understanding performance concerns • Planning for a performance conversation • Preliminary analysis • What do we mean when we say 'investigation'? • Commissioning an investigation • Terms of Reference (ToR) • Roles & Responsibilities 	<ul style="list-style-type: none"> • Reviewing the case investigation report • Decision making • Writing the management case • Panel hearings • Appeals • Interventions to resolve concerns • Sources of support • Embedding the learning

Suitable for:

Anyone planning to undertake the Case Manager role in investigations about practitioners, arising from processes underpinning revalidation or concerns raised about performance under the Maintaining High Professional Standards in the modern NHS framework.

Duration:

Face to face:

Two days

Day one 09.30 – 16.45 hrs

Day two 09.00 – 16.30 hrs

NB Note earlier start time on day two

Pre-reading:

Approximately two hours to be undertaken in advance of the workshop using materials sent in advance of the workshop.

In addition please ensure you are familiar with, and bring along a copy of, your designated body's local policy/framework relating to conduct or disciplinary investigations to the training.

NHS Resolution confidentiality principles

Familiarise yourself with our [statement of principles](#) which are provided to assist delegates at our workshops and conferences.

Contribution to CPD and accreditation of the training

The programme is CPD accredited. This workshop is pending approval by the Federation of the Royal Colleges of Physicians of the United Kingdom for 13 category 1 (external) CPD credits. Content is suitable for revalidation purposes.

Timings: All timings are approximate

Programme day one (including session timings plus 2 hours of pre-work)	
09.30	Welcome, housekeeping, introductions and overview of the workshop
10.00 - 10.45	Session one: Introduction to case management <ul style="list-style-type: none"> Healthcare makes headline news Regulatory frameworks Principles of good management practice Skills and qualities of a good Case Manager Exercise 1 Thinking about concerns Exercise 2 Skills and qualities of a good CM
10.45 – 11.30	Understanding performance concerns <ul style="list-style-type: none"> Definition of a performance concern Fitness for purpose v fitness to practise Reflecting on performance Practitioner characteristics Thresholds for action Exercise 3 Reflecting on performance Reflection and questions
11.30 – 11.45	Refreshment break
11.45 – 12.30	Planning for a performance conversation <ul style="list-style-type: none"> Planning for a performance conversation Giving feedback Insight Handling resistance in others The impact of avoiding difficult conversations Exercise 4 Mr Chestnut - Planning for a performance conversation

12.30 – 13.15	Preliminary analysis of concerns <ul style="list-style-type: none"> • What do we mean by preliminary analysis • Framework of common principles • What's involved in investigation • When an investigation is not indicated • Whistleblowing • Informal resolution • Managing risk to protect patients • Suspension and exclusion <p>Exercise 5 Case study Mr Chestnut – Preliminary analysis</p> <p>Exercise 6 Case study Dr Elm – Preliminary analysis</p>
13.15 – 13.45	Lunch
13.45 – 14.15	What do we mean when we say investigation? <ul style="list-style-type: none"> • What is an investigation? • Case manager role • Case manager accountability • Objectivity in practice • Defining conflict of interest • Defining bias • When to decline • Timeliness <p>Exercise 7 Mr Chestnut pt 2 Timeliness – a challenge</p>
14.15 – 14.30	Commissioning the investigation: <ul style="list-style-type: none"> • Commissioning an investigation • Selecting a case investigator (or investigation team) • Others who may be involved
14.30 – 15.20	Terms of Reference <ul style="list-style-type: none"> • Terms of Reference (ToR) • Writing good Terms of Reference • Terms of reference – good example • Overseeing the case • Process Logs <p>Exercise 8 Mr Chestnut Writing Terms of Reference</p>
15.20 – 15.30	Refreshment break
15.30 – 16.30	Roles and Responsibilities and the challenge of being a case manager <ul style="list-style-type: none"> • Exploring the difference between roles • Case management within a governed system • Top tips for Case Managers (VIDEO 6/60) • Common issues • Things that can go wrong • Support for the team • What if?
16.30 – 16.45	End of day one and homework

Programme day two	
09.00 – 09.10	Welcome back and reflections on day one content
09.10 – 10.10	Reviewing the Case Investigation report slides <ul style="list-style-type: none"> • CM review of the report • Worst case scenario • What good looks like • What inadequate looks like • What poor looks like Exercise 9 Reviewing a report
10.10 – 10.45	Decision making <ul style="list-style-type: none"> • Decision making – finding options • Decision making MHPS • Conduct • Capability • Conduct <i>and</i> capability
10.45 – 11.00	Refreshment break
11.00 – 12.00	Writing the management case <ul style="list-style-type: none"> • Preparing a management statement of case • An example of allegations • Drafting the management case • Meeting with the practitioner Exercise 10 Writing the management case (45/60)
12.00 – 12.45	Panel hearings <ul style="list-style-type: none"> • Panel hearings – why? • Panel hearings – preparation • The panel itself • The panel process • Decisions open to panel hearings • Conduct or capability • MHPS guidance
12.45 – 13.15	Lunch
13.15 – 14.30	Appeals <ul style="list-style-type: none"> • Right of appeal • Employment tribunals • Useful resources • What next as CM?
14.30 – 14.45	Refreshment break

14.45 – 15.30	Interventions to resolve concerns <ul style="list-style-type: none"> • Selecting interventions • Approach to interventions Exercise 11 Selecting interventions (30/60)
15.30 – 16.15	Sources of support <ul style="list-style-type: none"> • Support for case managers • Support for the team • Common challenges • Health issues a brief overview
16.15 – 16.45	Embedding the learning <ul style="list-style-type: none"> • Embedding the learning • Self-reflection • Performance interventions • Onward resources
16.45	Close of programme