

# Developing the Case Managers' Role-Function Instrument in the Professional Nursing Care Method The Case Management

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**Keywords:** Case Managers' Role-function, Case Management.

**Abstract:** Introduction: The implementation of case managers' role and functions needs to be based upon a standardized guidance enacted by the professional organization of a case manager. In the present day, however, there is no standardized role-functions format/instrument in accordance with KARS guidance, as occurred at the RSUD dr. H. Moch. Anshari Saleh in Banjarmasin. This research aims to design the instrument development of case managers' role-function in the Professional Nursing Care Method (MAKP). Methods: This research employs Research and Development method through this following phases: (1) evaluation; (2) the formulation process of the role-function instrument through focused group discussion; as well as (3) validity and reliability testing of the care managers' role-functions instrument. The respondent of this research will be 100 nurses and 14 case managers who are involved in the Focused Group Discussions (FGD). Result and Discussion: The result of this research shows that there is no previous role-functions instrument of case-manager. This research there fore develops a role-functions instrument. The validity and reliability testing of this research shows that all role-functions instruments generate the mean > r table (0,195), which shows the high validity and reliability of the instrument developed in this research.

## 1 BACKGROUND

The implementation of case managers' role and functions needs to be based upon a standardized guidance enacted by the professional organization of a case manager. This standard will guide the case managers to implement their responsibilities in an ethical, effective, and secured manner, which will be able to protect the client in relations to the functions given to the case-managers (CMSA, 2010). In order to optimally implement the role-functions of a case manager, a format/instrument for the case managers' role-functions that is matched with a standardized guidance is required. This guidance comprises of utility assessment, planning, facilitations and advocacy, service coordinations, evaluations, and post-discharge follow-ups (KARS, 2015). This standard will guide the case managers to do their responsibilities ethically, effectively, and safely, therefore enable client protection related to case managers' service. In the present day, however, there is no standardized role-functions instrument in accordance with KARS guidance, the lack of

knowledge in the documenting process, as well as the lack of socialization the training of case managers, which prevented the optimal implementation of the case managers' role-functions and, as a consequence, hinder the quality improvement of the nursing facility it self. This problem occurs at the RSUD dr. H. Moch Anshari Saleh in Banjarmasin. This research aims to formulate the instrument development for the role-functions of case managers in the Professional Nursing Care Method (MAKP), which will be applied in the RSUD dr. H. Moch. Anshari Saleh in Banjarmasin. The instrument development will help the case-managers to optimally implement and document their role-functions in the nursing process.

## 2 METHODS

This research is designed as a Research & Development (R&D) in two phases. The first phase is the development of instrument for case managers' role-function in order to establish a valid and

reliable instrument. This instrument development is supported by a statistical analysis a product moment pearson correlation statistical analysis for validity test and cronbach alpha for realibility test, as well as a descriptive analysis. The second phase is socialisation and the instrument form testing in order to familiarise the case managers with the case managers' role-function instrument. The participants of FGD is selected through a purposive sampling technique. The first phase's population to evaluate nurses' familiarity to case managers' role-function instrument is 100 nurses, as well as 14 case managers who are involved in the Focused Group Discussions (FGD).

### 3 RESULTS

The result shows that 1) the case managers' role-function instruments at the RSUD dr. H. Moch Anshari Saleh in Banjarmasin from the early screening instrument (utility assessment), planning, facilitations and advocacy, service coordination, evaluation, and post-discharge follow-ups are not yet fit for evaluation due to the absence of standardized instrument; 2) the development of the case managers' role-function instrument through FGD and expert meeting; 3) The early screening instrument (utility assessment), planning, facilitations and advocacy, service coordination, evaluation, and post discharge follow-ups is considered valid and reliable with the means of  $r_{count} > r_{table}$  (0,195). The development of the case managers' role-function instrument in the Professional Nursing Care Method (MAKP): case management is conducted through cheklist. Several choices have been reduced at the early screening, planning, facilitation and advocacy, which is merged because of the similar meaning in practice. However, at the service coordination, evaluation, and post discharge follow-ups, the instrument remains in the previous form as outlined by KARS.

### 4 DISCUSSION

The development of the case-managers' role-function instrument in the Professional Nursing Care Method (MAKP): *case management* is conducted through *cheklist* (√). Several choices have been reduced at the Early Screening, Planning, Facilitation and Advocacy, which is merged because of the similar meaning in practice. However, at the Service

Coordination, Evaluation, and Post-Discharge Follow-Ups, the instrument remains in the previous form as outlined by KARS. The instrument form is divided into two categories. Form A early evaluation consists of early screening (utility assessment), planning, post-discharge follow-ups. Form B implementing notes consists of facilitations and advocacy, service coordinations, single-formatted evaluations in accordance with SNARS standard.

### 5 CONCLUSION

As indicated in the result, this research concludes that no previous role-functions instrument of case-manager in RSUD dr. H. Moch. Anshari Saleh in Banjarmasin. Therefore, this research could not judge as to whether the role-functions' instruments of the case managers are appropriate in accordance to the Professional Nursing Care Method (MAKP). However, this research attempts to formulate a new instrument, which has been declared reliable and valid. This role-functions instrument use a check list form formalized in accordance to KARS standardized guidances. This research therefore recommends the RSUD dr. H. Moch. Anshari Saleh in Banjarmasin to include the role-functions' instrument of case-managers to the patients' status in order to makes the documentation and evaluation processes are standardized in accordance to relevant policies.

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