



National RN Case Manager Certificate Program

Practice Development Activity: Patient Engagement & Self-Management Support

Self-Management Groups play an important role in patient engagement and self-management support. For patients who are activated and wanting to gain knowledge, skills and confidence to better manage their chronic conditions these groups can contribute to improved health outcomes. Groups can also play a role in helping patients meet their goals related to health behavior change. RNCMs who are knowledgeable of self-management groups within their health care system can make appropriate referrals to and support of patients who could benefit.

Use this practice development activity to:

1. Identify groups within your health care system and community that can support effective self-management of and health behavior change to improve chronic conditions.

When you have time:

2. Contact the facilitator to learn more about the groups focus or purpose, how it is facilitated or managed, expectations of participants, how to refer and any associated costs.
3. Gather pamphlets or other information that you can share with a patient when making a referral.
4. Ask the facilitator to include you on their contact list to be notified of new classes starting, updates, etc.
5. Considering attending the group to observe and determine that the group would be a credible referral consistent with your RNCM practice.
6. Continue to evaluate the effectiveness of the group based on patient feedback, reported outcomes of the group, etc.

