

# Ethics of Care in Case Management: Communication, Boundaries, & Best Practices for Providers



## ABOUT THIS WEBINAR

The ethics of care emphasizes compassion, empathy, and respect in client interactions, crucial for building trust and clear communication. Providers must often engage not only with clients but also with caregivers and supports, especially in long-term care for individuals with disabilities. Balancing empathetic care with professional boundaries is essential, yet can be difficult, leading to potential ethical dilemmas, stress, and burnout. Participants will learn communication techniques to enhance interactions with clients with disabilities and their caregivers and supports, strategies for boundary-setting, and ethical frameworks for decision-making. This webinar will support confidentiality, cultural sensitivity, and resilience, helping providers manage professional relationships effectively while reducing burnout and fostering self-care.

### Learning Objectives

- Apply at least two specific communication techniques to improve interactions with individuals with disabilities and their caregivers.
- Identify and articulate two strategies for maintaining appropriate boundaries.
- Describe and apply an ethical decision-making framework to reduce ethical dilemmas.



## PRESENTERS

**Vivian Campagna, DNP, RN-BC, CCM, ICE-CCP**

*Chief Industry Relations Officer*

Commission for Case Manager Certification

**Lorna Lee-Riley, MSSW, LCSW, CCM**

*Director of Education & Industry Relations*

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## EVENT PAGE

<https://oneop.org/learn/160072/>

## CONTINUING EDUCATION

- **Social Work, LPC, LMFT:** This webinar is pending approval for 1.5 continuing education (CE) credits from the University of Texas at Austin, Steve Hicks School of Social Work.
- **Case Manager:** This webinar is pending approval for 1.5 continuing education (CE) clock hours from the Commission for Case Manager Certification (CCMC).
- **Board Certified Patient Advocates (BCPA):** This webinar is pending approval for 1.5 continuing education (CE) contact hours by The Patient Advocate Certification Board.
- **Certified in Family & Consumer Sciences (CFCS):** This webinar is pending approval for 1.5 continuing education (CE) credits from the American Association for Family and Consumer Sciences (AAFCS).
- **Certified Family Life Educators (CFLE):** This webinar is pending approval for 1.5 continuing education (CE) credits from the National Council on Family Relations (NCFR).
- **Certified Health Education Specialist (CHES) and Master Certified Health Education Specialist (MCHES):** This webinar is pending approval for 1.5 continuing education credit from the National Commission for Health Education Credentialing (NCHEC).
- **Certificates of Attendance** are available for those interested in additional documentation of professional development activities.

