



Care in all settings

Description

On International Nurses Day (12 May) we honour the founder of modern nursing, Florence Nightingale's legacy by celebrating our corporate nurses for their dedication to wellness, compassion and healthcare excellence.

"Even when nurses work in environments such as case management, insurance, public health, occupational health, education, research, policy or corporate settings, their decisions are still based on clinical knowledge, critical thinking and patient-centred care. The absence of bedside care does not mean the absence of clinical judgement."

Khutso Selepe: Case Manager

Q: Tell us a bit more about your role and your team?

A: In my role, I am responsible for coordinating care and services to ensure that clients receive

appropriate, timely and cost-effective support aligned with approved benefits and clinical guidelines. I assess cases, review medical information, liaise with healthcare providers and monitor progress to ensure optimal outcomes while managing risk and resources responsibly. A key part of my role is advocating for clients, ensuring that care plans are suitable, sustainable, and in line with organisational and regulatory requirements.

I work as part of a multidisciplinary case management team, collaborating closely with clinicians, service providers, funders and internal stakeholders. Together, we focus on delivering quality outcomes, maintaining compliance and supporting clients throughout their care journey.

Q: Which nursing skills or experience do you rely on most in your current role?

A: The nursing skills I rely on most in my current role include:

- Clinical assessment and critical thinking
- Care coordination and planning
- Effective communication and education
- Patient advocacy and ethical decision-making
- Clinical judgement
- Documentation and attention to detail

These skills reinforce that case management is not separate from nursing practice, but rather an evolution of it, applying nursing expertise at a systems and coordination level to achieve better patient and organisational outcomes.

Q: In what ways do you feel your role makes a difference within the organisation?

A: My work as a Case Manager helps the organisation function more effectively, responsibly and compassionately, ensuring that both member needs and organisational objectives are met in a balanced and sustainable way.

Category

1. International Nurses Day