



## **Enhancing Case Management Standards**

**A Focus on Client Relationships, Boundaries, Self-Disclosure, and Documentation**

**Tony Sillemmon, Psy.D., MBA, MSW**  
Director, Community Health  
Sutter Bay Hospitals

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**ANTHONY SILLEMON, PSY.D, MBA, MSW**

*Director of Community Health for Sutter Bay Hospital and East Bay Advanced Care (EBAC)*

Healthcare executive with 20+ years of experience leading EBAC to provide HIV/AIDS/STI treatment and prevention services to 2,000+ individuals annually with or at high risk for HIV/AIDS/STIs in Alameda County



Plays a central role in the EHE initiative as an active member on the California Planning Group, and a board member with UCHAPS

Holds a doctorate in Psychology, an MBA and MSW, and received the Dr. Robert C. Scott Achievement Award for excellence in HIV/AIDS services to the African American community, the Alameda County World AIDS Day Treatment and Care Award, and the NAESM Achievement Award



East Bay Advanced Care (EBAC), formerly East Bay AIDS Center, at Sutter Bay Hospitals (SBH) in Oakland, California has more than 30 years of experience in providing effective, innovative, culturally-responsive, and accessible HIV services

EBAC primarily serves clients residing in Alameda and Contra Costa Counties, the two easternmost counties of the San Francisco Bay Area, also known as the “East Bay”

EBAC’s jurisdiction is one of the most ethnically diverse in the nation

**EBAC**



Founded in 1987 as a freestanding program of the private non-profit Alta Bates Summit Medical Center, EBAC is dedicated to the care and treatment of people living with HIV and AIDS and conducts a broad range of research and demonstration projects designed to better serve and care for these populations.

As such, EBAC is able to provide some of the most comprehensive services to PLWH and those at-risk all under one roof

**EBAC**



EBAC provides a comprehensive continuum of high-quality treatment and support services to all clients regardless of their income status, insurance, or ability to pay

Each year, EBAC provides medical care to over 1,700 PLWH, of whom 45% are African-American, 25% are from other ethnic minority groups, 70% are men who have sex with men (MSM), and over 50% are enrolled in public insurance programs – including over 200 HIV+ young people between the ages of 14 and 25 who is a part of our youth track the Downtown Youth Clinic (DYC)-EBAC

**EBAC**



EBAC also provides robust prevention services, including ongoing PrEP/nPEP services to 600 HIV-negative individuals, 40% of whom are Black and 95% of whom are MSM

EBAC's current clinical staff includes 6 physicians, 4 nurse practitioners, 1 psychiatrist, 3 nurses, 6 medical assistants, 25 ancillary staff, 10 volunteers

**EBAC**



case management philosophy

therapeutic relationship building

budgeting with your client

professional boundaries: self-disclosure





- 1 Client-Centered Approach
- 2 Comprehensive Assessment
- 3 Collaborative Environment
- 4 Empowerment and Advocacy
- 5 Setting Clear Attainable Goals
- 6 Continuity of Care
- 7 Ethical Practice

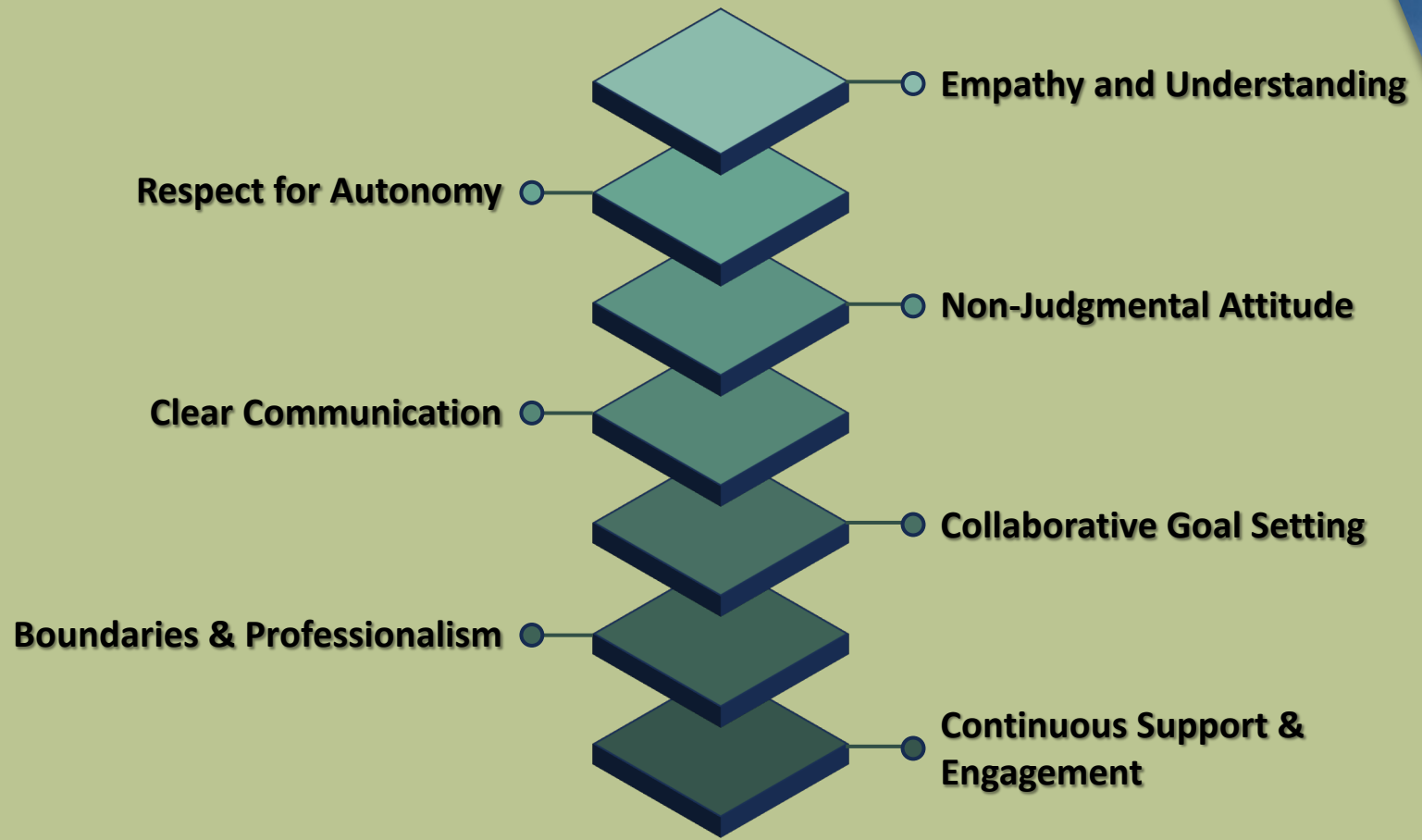
## case management philosophy







case management philosophy



therapeutic relationship building





case management philosophy

therapeutic relationship building

budgeting with your client

Maintaining focus on the client

1

Preserving Objectivity and Neutrality

2

Respecting Client Autonomy

3

Preventing Dependency

4

Protecting Confidentiality

5

**professional boundaries: self-disclosure**





**Questions?**