A decorative bar chart in the top left corner with three bars: a tall red one, a shorter yellow one, and a medium blue one.

# Case management for frequent users of healthcare services: a logic model presenting links between resources, activities and outcomes

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# No conflict of interest

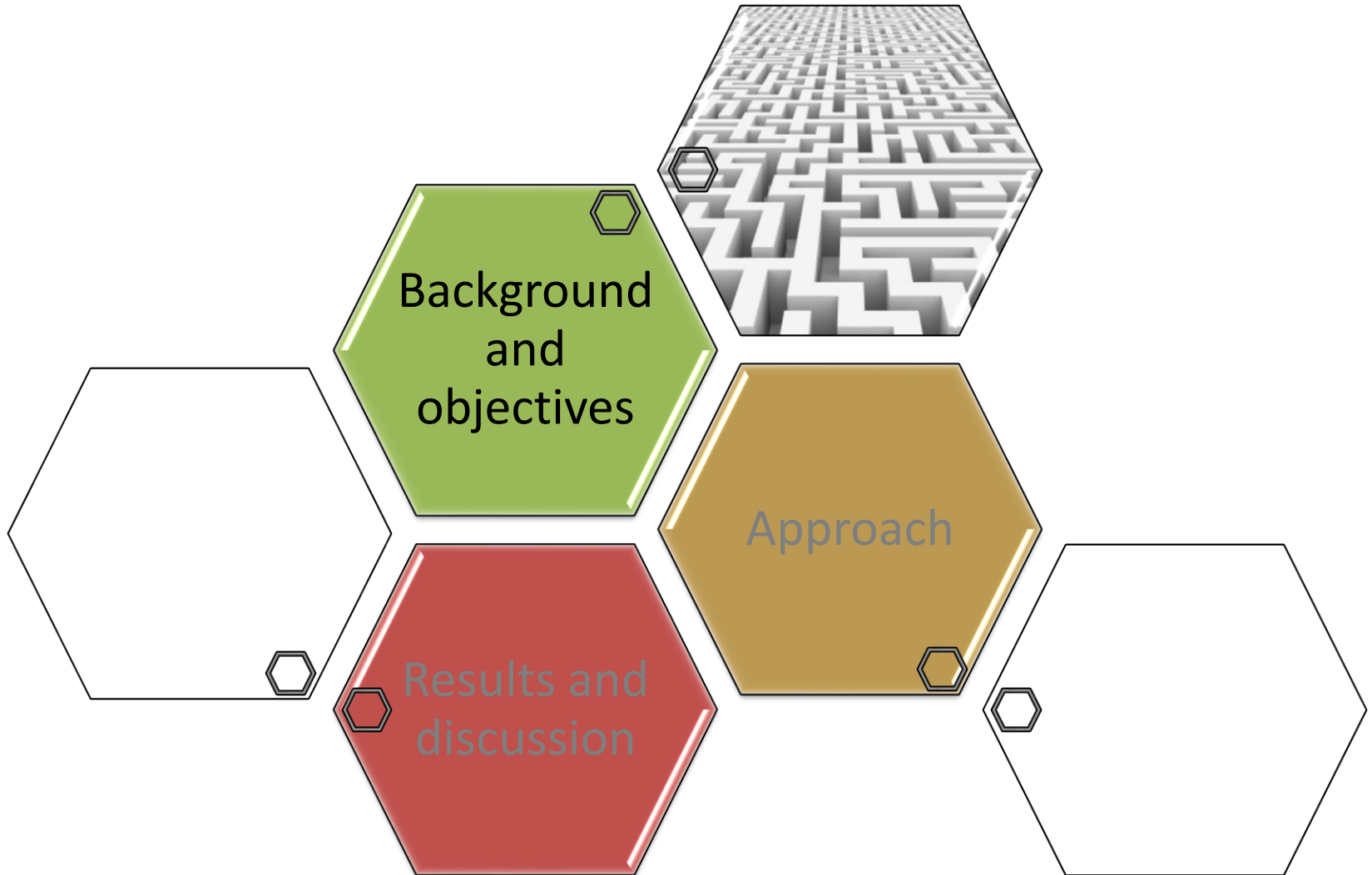


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- ✓ Alya Danish, postdoctoral fellow
- ✓ Mathieu Bisson, research assistant
- ✓ Jean Morneau, manager
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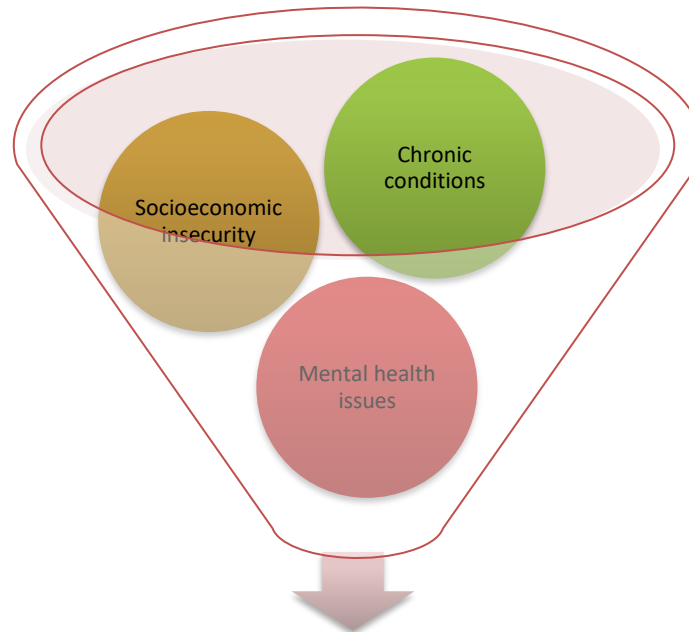
# Funding agencies and partners





# An important clientele

- ✓ 80% of costs generated by 10% of the population (Commission on the Reform of Ontario's Public Services 2012 and Wodchis 2013)



Complex needs and frequent use  
of healthcare services

# Frequent use of services

- ✓ Frequent users of Emergency Departments ↔ Frequent users of other services (Sun et al. 2003, Zuckerman & Chen 2004, Doupe et al. 2012)

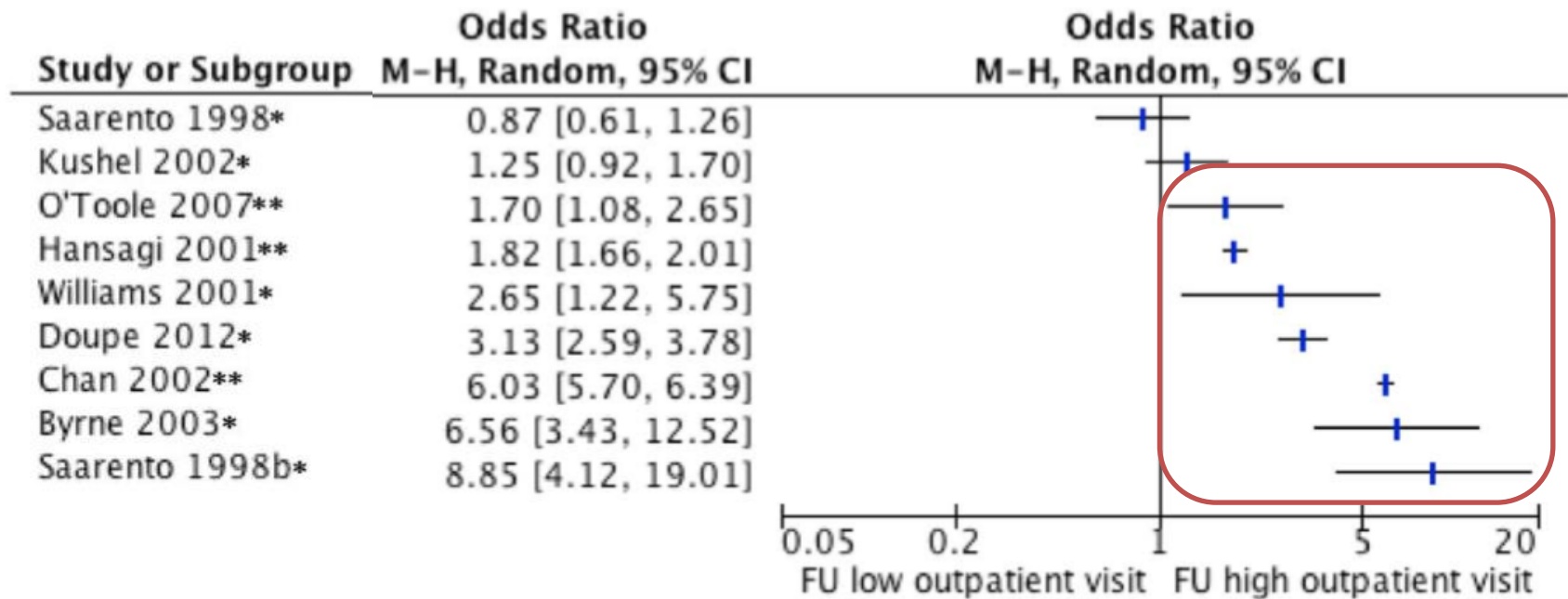


Figure: Odds ratios for ambulatory consultations by frequent users in 9 studies (Moe et al. 2016)



# Case management

(Case Management Society of America)



- ✓ Intervention the most implemented (Althaus et al. 2011; Soril et al. 2015)
- ✓ Increasing evidence (Althaus et al. 2011; Kumar & Klein 2013; Soril et al. 2015; Hudon et al. 2016)
- ✓ To evaluate, plan, facilitate and coordinate care
- ✓ In order to meet the needs of the person and his/her family
- ✓ Links between resources, activities and outcomes are crucial for successful implementation

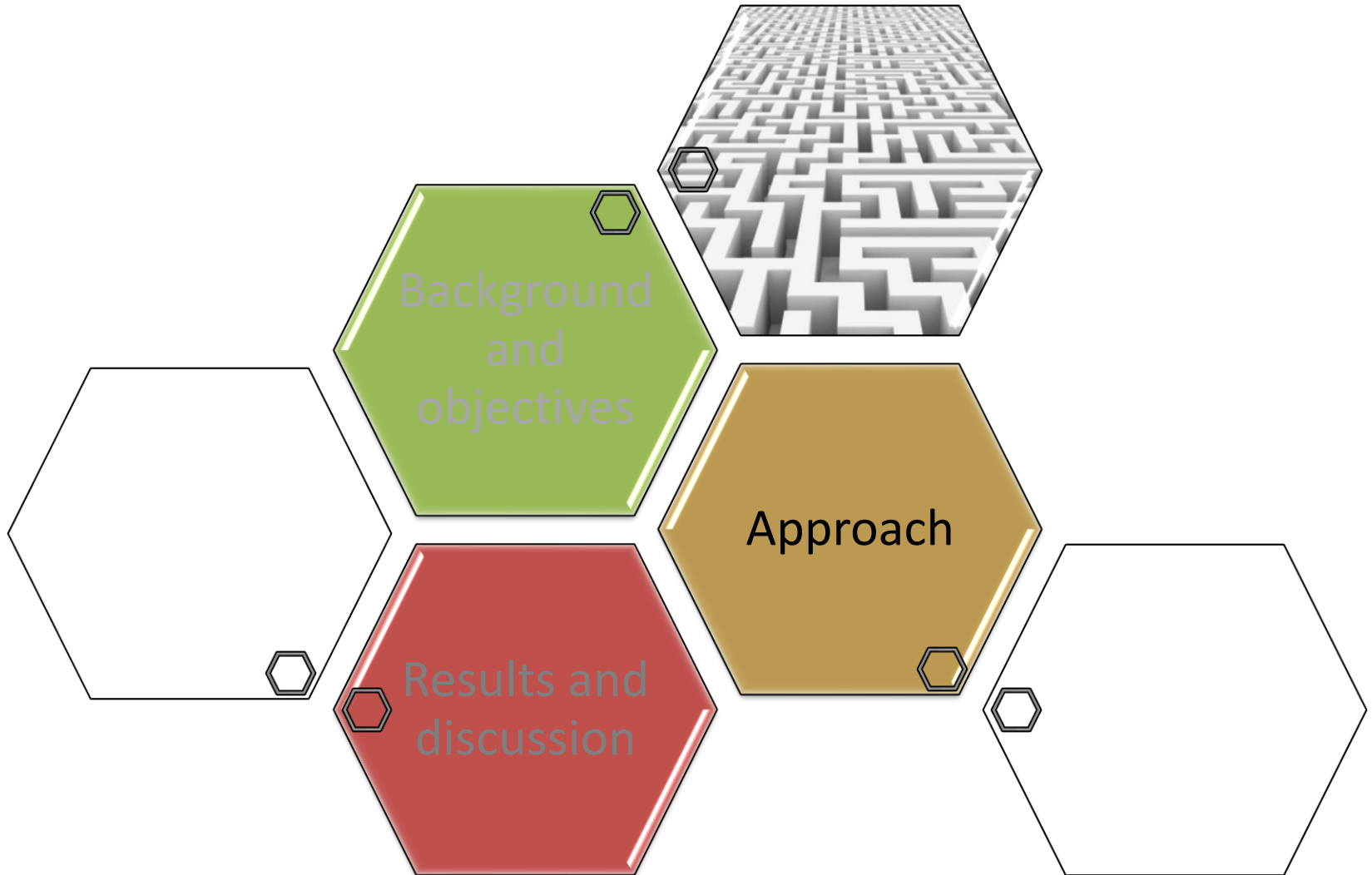




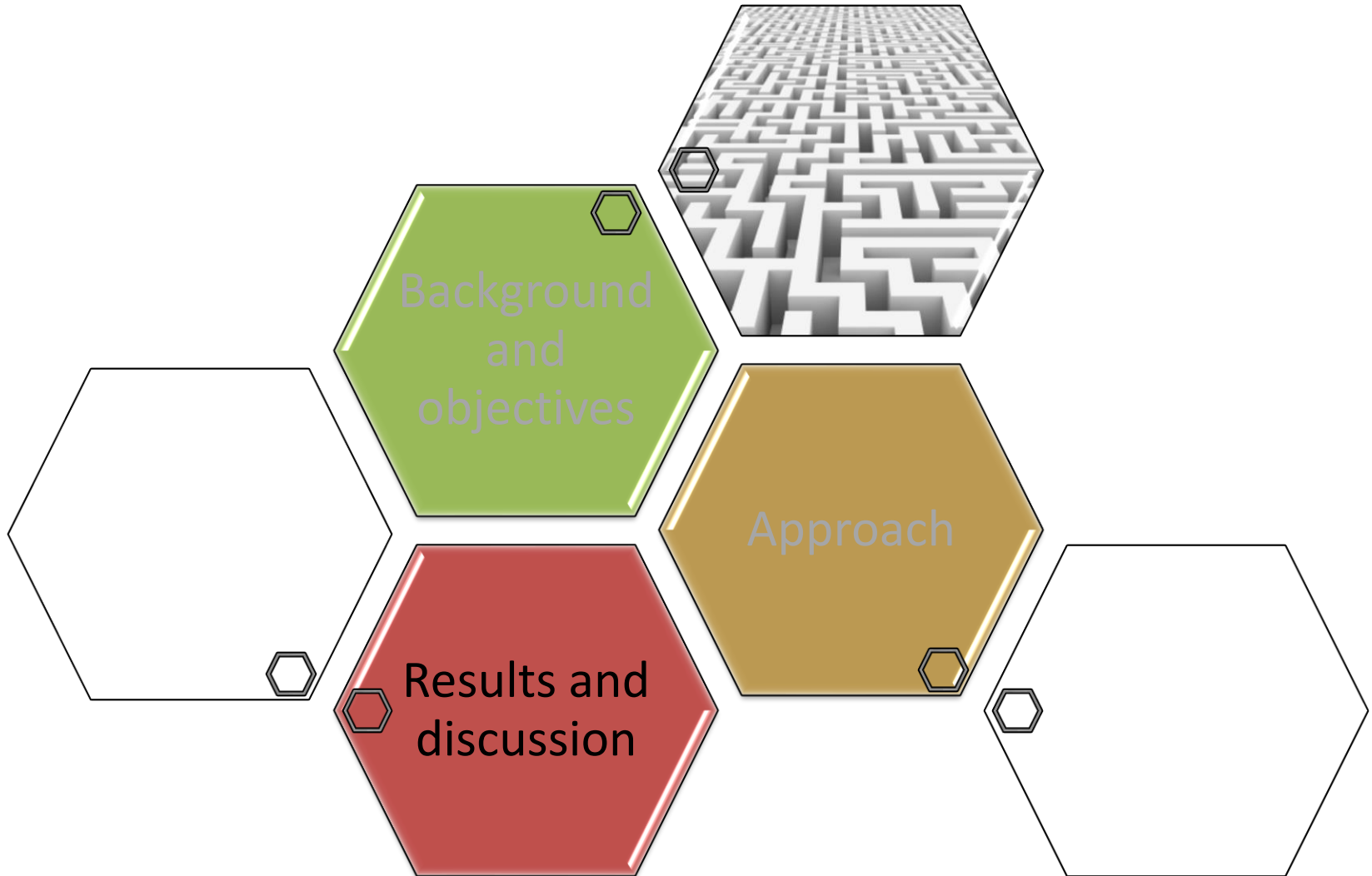
# Objective

Outline the links between components, resources, activities and outcomes of a CM program for frequent users of healthcare services

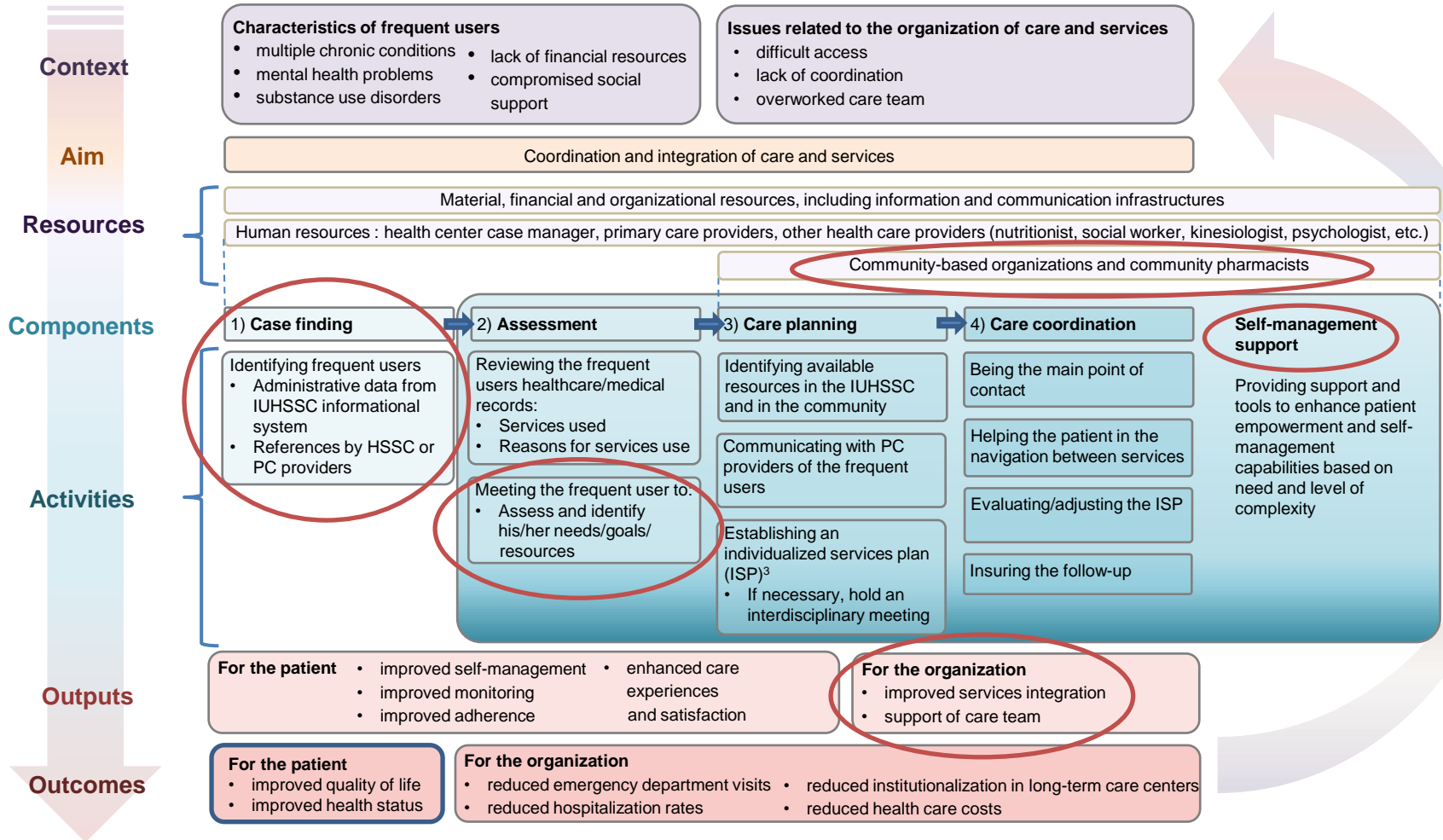




- ✓ Part of a broader program evaluation:
  - Case management program
  - In a health and social services center, province of Quebec
  
- ✓ Qualitative case study:
  - 1) Analysis of documents of the organization
  - 2) In-depth interviews (n=56) and focus groups (n=11) with decision-makers, case managers, coordinators, patients, family physicians, pharmacists, nurses and community organizations representatives
  - 3) Participant observation (n=39) of meeting between stakeholders
  
- ✓ Data analyzed using mixed thematic analysis (Chaudoir's model)



# Logic model of the case management program for frequent users



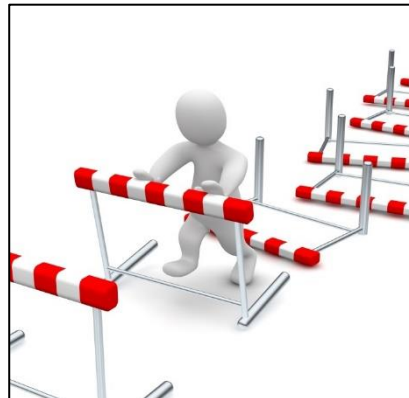


# Discussion



- ✓ Challenges of case finding
- ✓ Engagement of the patient towards his/her goals
- ✓ Engagement of the community-based organizations
- ✓ Coordination + self-management support

- ✓ Logic models are linear while reality is more complex
- ✓ Lack of emphasis on interpersonal relationships between patients and case managers/partners (Hudon et al. 2019, in revision)
- ✓ Lack of emphasis on support and engagement of healthcare teams (Hudon et al. 2019, in revision)





# Key points



- ✓ Resources: patient priorities, and team engagement and support
- ✓ Activities: coordination + self-management support
- ✓ Outcomes: patient AND organization outcomes



Thanks for your attention



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