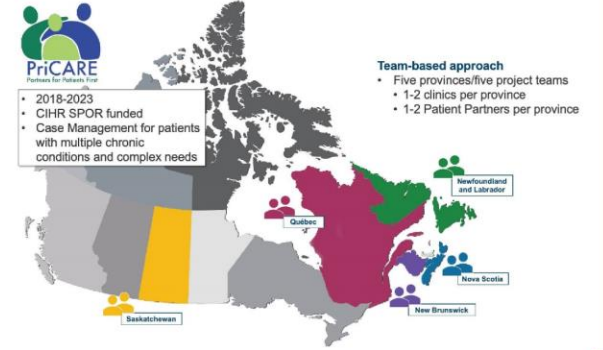


FROM OUTLIER TO INSIGHT: THE POWER OF DIFFERENT PERSPECTIVES

JUDY PORTER & DONNA RUBENSTEIN

BACKGROUND

- ➔ Case management (CM) is a collaborative approach used to assess, plan, facilitate, and coordinate care to meet patient and family healthcare needs. CM is well supported in the literature, yet there are gaps in understanding where and how it may best be applied
- ➔ This multi study program looked at how CM works in primary care for patients with chronic conditions and complex needs; examining for whom and what context it works, as well as the facilitators and barriers to implementation
- ➔ The program also evaluated the lessons learned from engaging patients as partners in research



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