FROM OUTLIER TO INSIGHT: THE POWER OF DIFFERENT PERSPECTIVES

JUDY PORTER & DONNA RUBENSTEIN

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



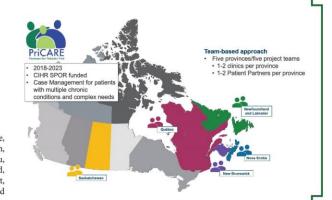
BACKGROUND

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

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0-0-0-0-**BEGINNING** TO END

PPS BRING IMPORTANT INFORMATION TO **EACH STAGE OF A PROJECT**

PARTICIPATION THROUGHOUT DEEPENS UNDERSTANDING: ENHANCING KT WORK



INTEGRATED **MEMBERS**

PPS HAVE A FULL VOICE AT THE TABLE

PPS INVITED TO PARTICIPATE IN ALL ACTIVITIES



PPS RECOGNIZED FOR CONTRIBUTIONS





PPS REAL LIFE EXPERIENCES MAKE THEM **EXPERTS AT THE TABLE**

PPS SEE THE SYSTEM CONNECTIONS AND







PPS BRING PROFESSIONAL SKILLS AND TALENTS AS WELL AS COMMUNITY EXPERIENCE

RECOGNITION

OF WHOLE

PERSON

EXPLORE HIDDEN ASSETS





- CLINIC TOOL KIT
- CHANGE IN LANGUAGE
- SURVEY ADMIN GUIDELINES
- CO-AUTHORSHIP OF PUBLICATIONS
- PRESENTATIONS

