



RESEARCH SNAPSHOT

THE ROLE OF CASE MANAGERS IN SUPPORTING PATIENTS WITH COMPLEX HEALTH AND SOCIAL NEEDS

Why case management in primary care works, for whom and in what context?

WHY CASE MANAGEMENT IN PRIMARY CARE?

Case management is a collaborative approach where case managers work with individuals and their families to develop an individualized service plan in line with their goals, in collaboration with other health and social service professionals and community partners.



Case management may improve:

- Individuals' self-management skills, satisfaction and health status
- Collaboration and care coordination
- Cost and resource effectiveness



Key ingredients:

- Trusting relationship, individual engagement and empowerment
- Case managers' accountability and engagement
- Enhanced teamwork

WHY IS THIS RESEARCH IMPORTANT?



It will inform health managers in order to design, plan and implement case management programs.



It will inform health and social service professionals on how to support case management.



It will inform individuals and their family about the support that could be offered to them and the importance of their engagement.