

CASE MANAGEMENT PROGRAM IN PRIMARY CARE: INFORMATION FOR PRIMARY CARE PROVIDERS



WHAT IS CASE MANAGEMENT:

- Case management (CM) is a collaborative approach to care, which seeks to better integrate care for individuals with complex health and social care needs.
- In a case management approach, patients are followed by a case manager (nurse, social worker etc.). The case manager works in collaboration with the patient and other providers on 4 main steps:

YOUR CLINIC:

Your clinic is participating in the scale up of a case management intervention. A case manager has been identified at your clinic who will work with patients with complex care needs who frequently use healthcare services!

Each case manager will recruit 15-30 patients with complex care needs when frequently use health services to participate!



1

The assessment of patients needs and preferences

2

Development and maintenance of a patient centred individualized service plan

3

Coordination among service partners

4

Education and self management support

While case management is led by the case manager, as it is a team based approach to care, you will work with the case manager to help implement the intervention.

YOUR ROLE:

As a primary care provider, we hope you will work with the case manager on the following:

- Having informal conversations about participating patients with the case manager and other members of the care team regarding the patients care plan and coordination.
- If possible, attending one meeting with the case manager and each participating patient to discuss their care plan.

Potential benefits of Case Management:

- Better coordination and more efficient service delivery for patients.
- Increased collaboration and communication among professionals.
- Increased patient security and better self management.
- Cost and resource effectiveness.

As this is part of a research project you could also be invited to participate in an interview or focus group on 2 occasions and to complete a sociodemographic data sheet

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